



# 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©2015-2024

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## Login

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

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



*3 minutes*



*Download an authenticating app on your mobile phone*

## LOGIN TO SUPPLHI

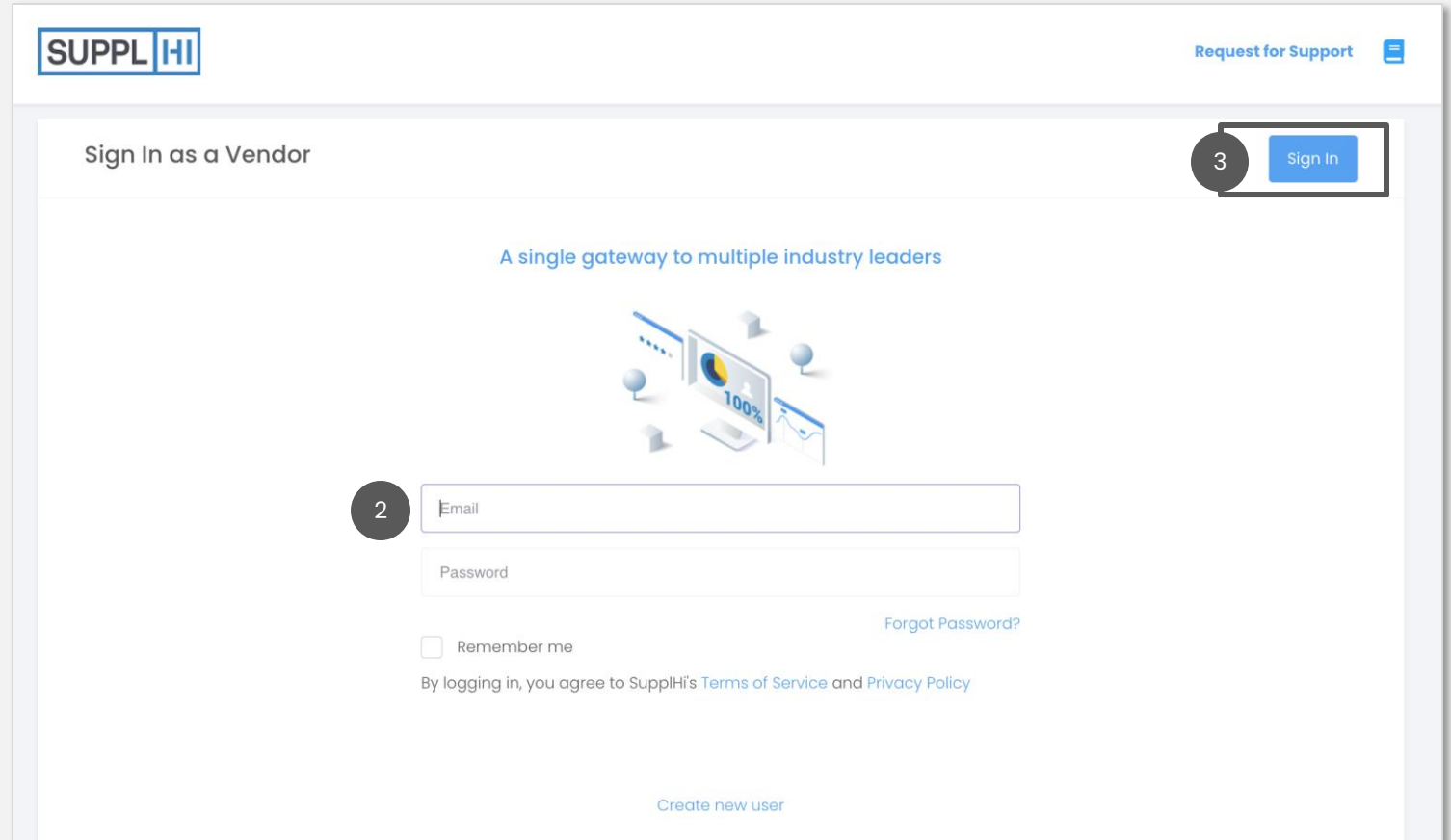
1 Go to <https://vendor.supplhi.com/>

### Supported Browsers:

-  Google Chrome
-  Microsoft Edge
-  Mozilla Firefox
-  Brave

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

3 Click on "Sign In"



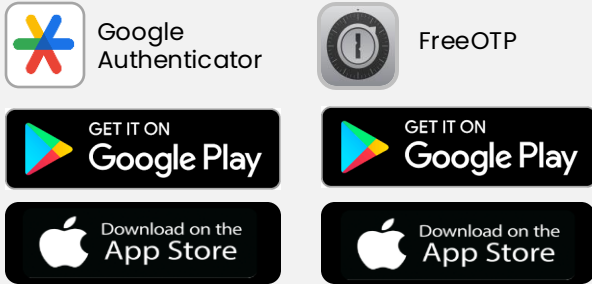
The screenshot shows the 'Sign In as a Vendor' page on the SUPPLHI website. The page features the SUPPLHI logo in the top left and a 'Request for Support' link in the top right. The main heading is 'Sign In as a Vendor'. Below this, there is a blue button labeled 'Sign In' with a circled '3' next to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

# COMPLETE THE AUTHENTICATION PROCESS THROUGH MFA

COMPULSORY

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

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



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

## IF YOU HAVE TROUBLES WITH THE MULTI-FACTOR AUTHENTICATION

Follow these actions:

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



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

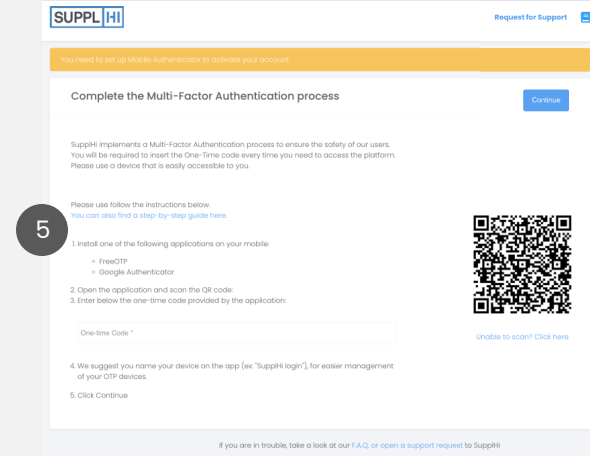
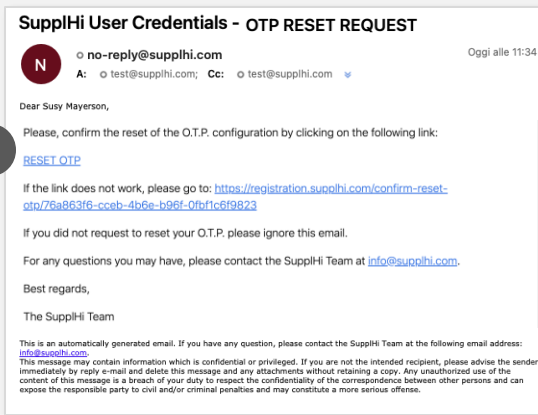
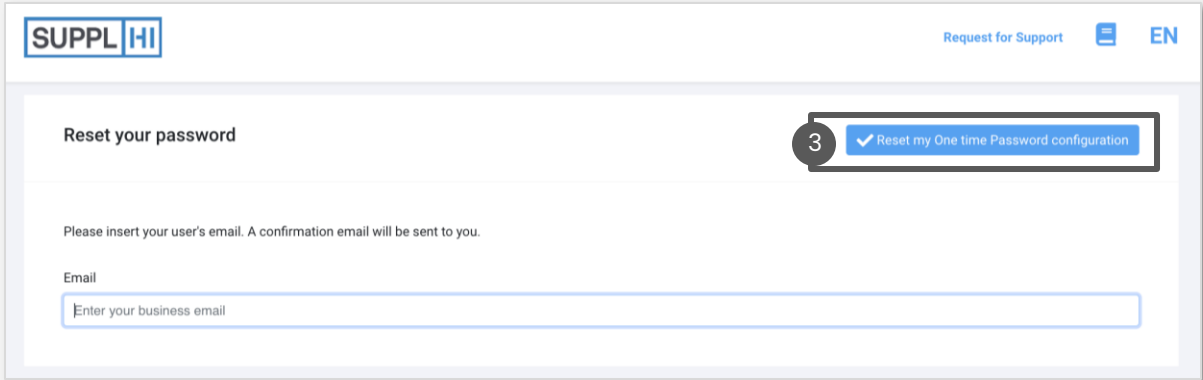
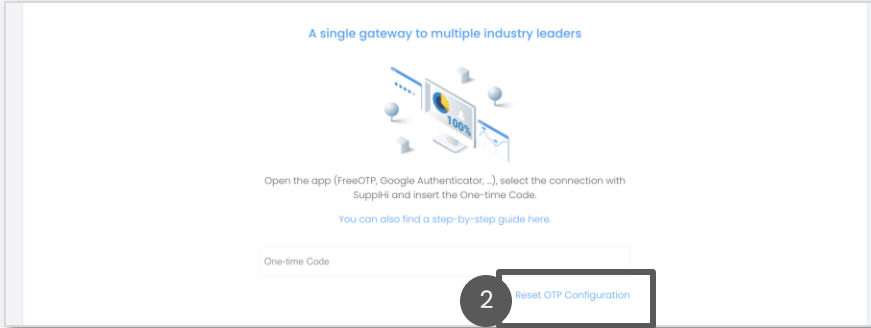
To use this method, click on “Unable to Scan? Click Here” to visualize the code requested and insert it in the App.

# RESET OTP CONFIGURATION

**COMPULSORY**

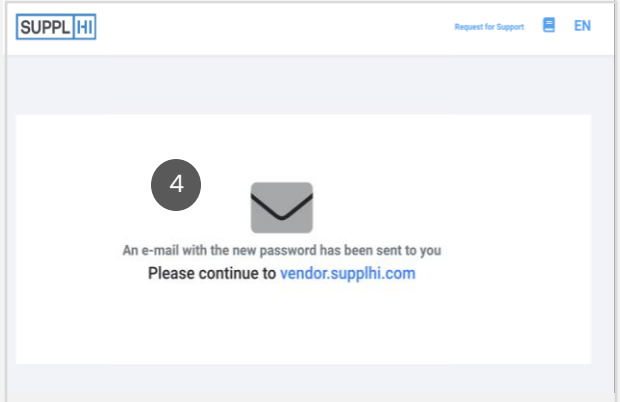
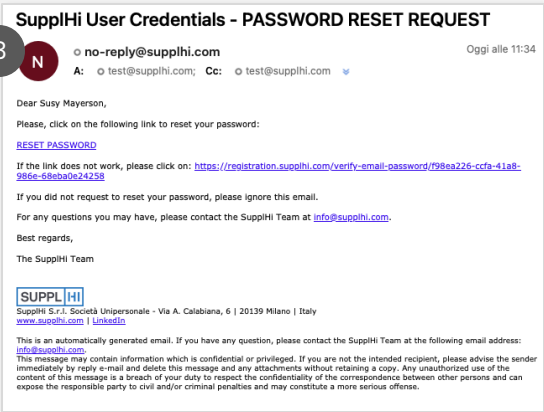
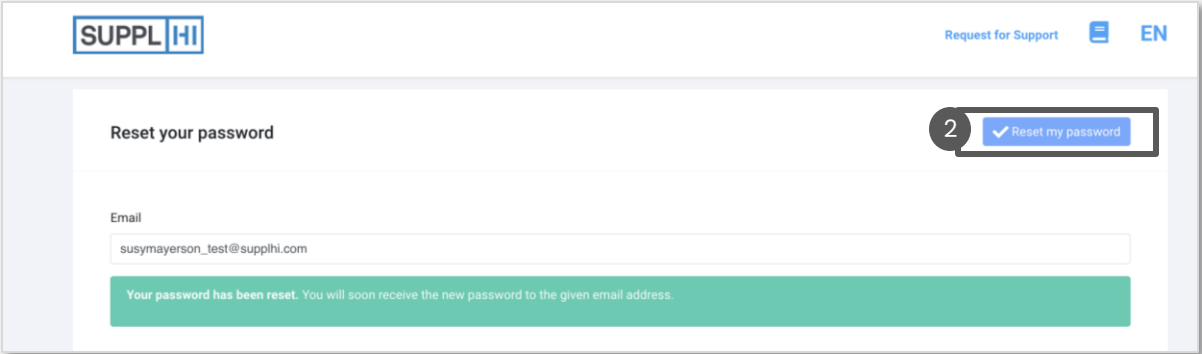
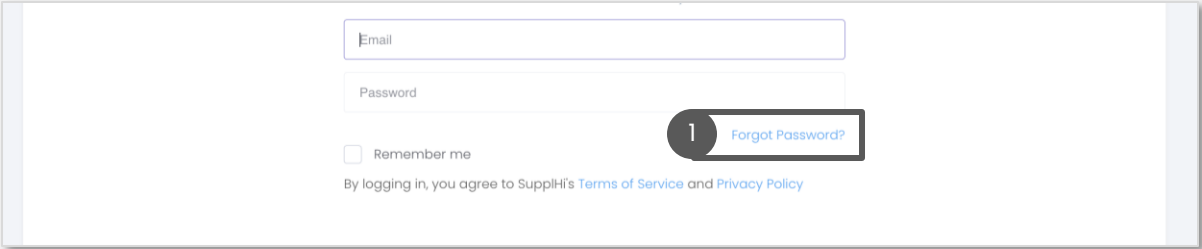
*Before resetting the OTP configuration, delete the previous connection from the Authenticating App*

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



# FORGOTTEN PASSWORD

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



**HINT**

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

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



## User invited to join SupplHi

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

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

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

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



*2 minutes*

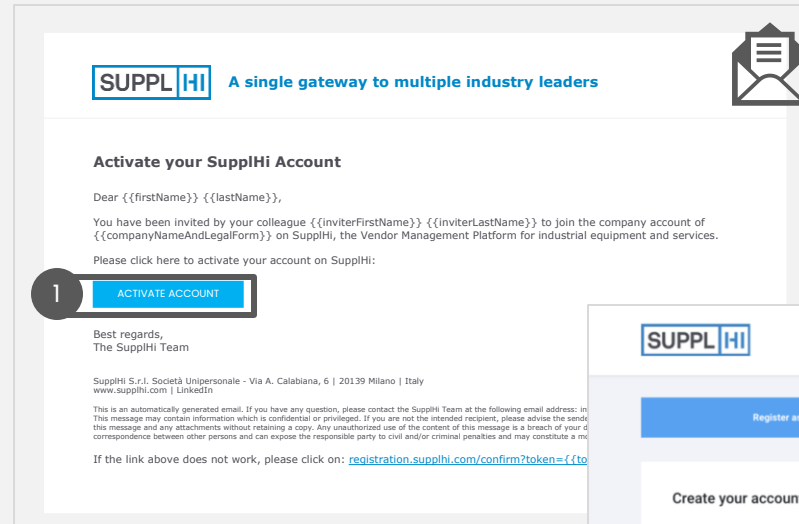


*confirmation email in your inbox*



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

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



### HINT

*Always double-check and save your password.*

## INVITATION FROM CUSTOMER: CONFIRM YOUR VENDOR ORGANIZATION

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




### HINT

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

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

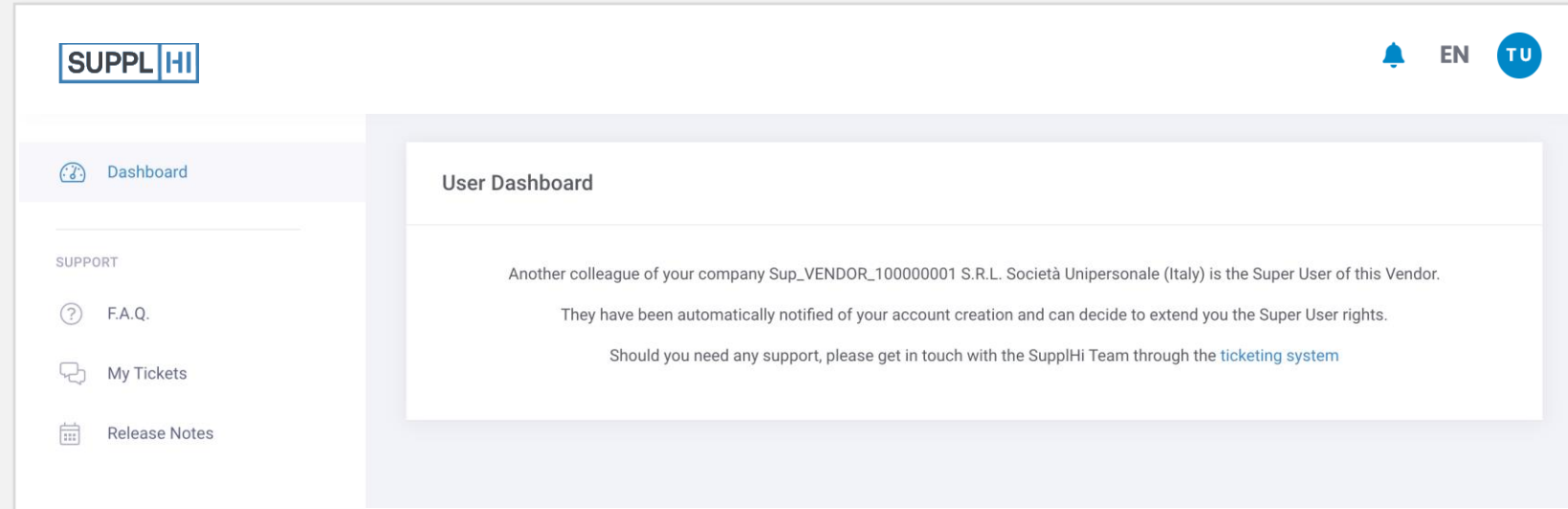
SupplHi ID 100047181

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.

**2** First Name  
Enter your first name

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

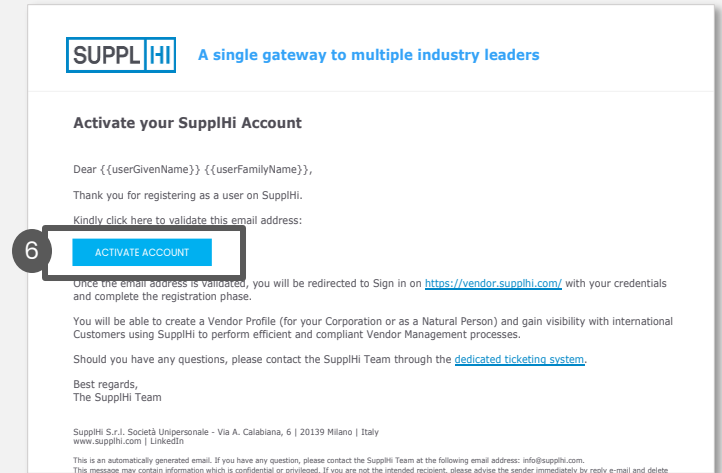
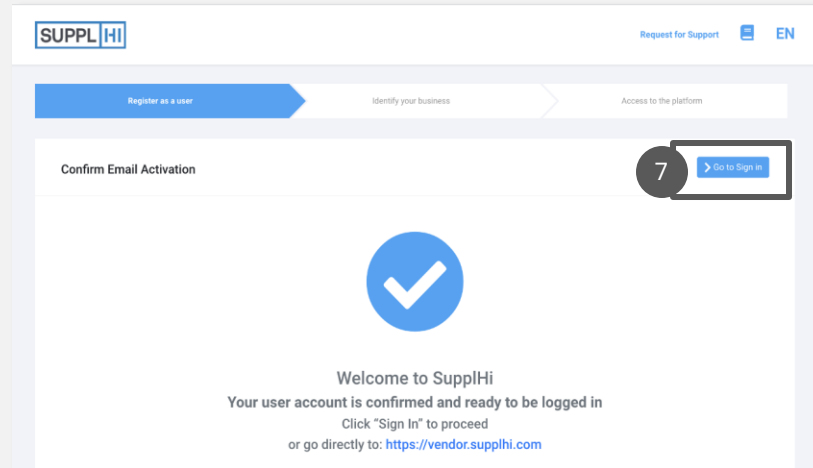
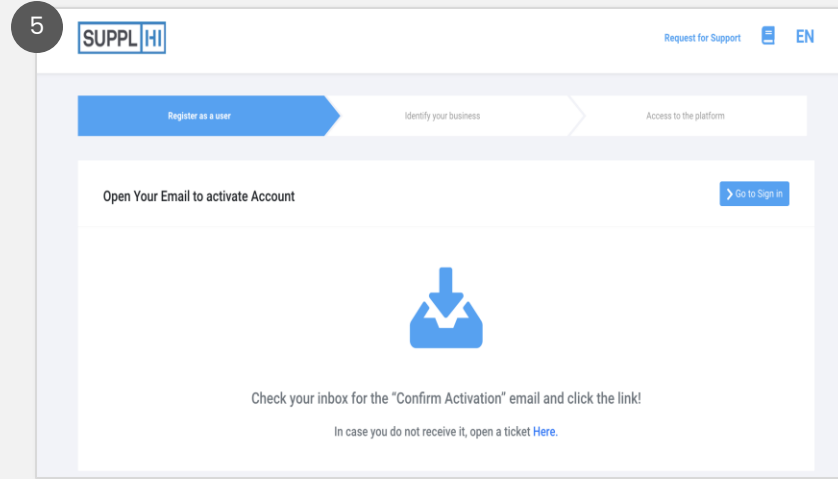
**3**  I accept SupplHi's Terms and Conditions. [Click here to read](#)  
 I agree to the processing of my personal data for marketing purposes.

# 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' interface. At the top, there's a header with the SUPPL HI logo, a welcome message, and navigation links for language (EN) and user type (TU). Below the header is a progress bar with three steps: 'Register as a user', 'Identify your business', and 'Access to the platform'. The current step is 'Identify your business', which is titled 'Select the type of Vendor'. A 'Continue' button is located at the top right of this section, with a '2' callout. Below the title, there's a warning: 'Once confirmed, it is not possible to change typology of Vendor, please choose carefully.' and a note: 'Please confirm the type of Organization for which you need to access the platform and are authorized to provide information for:'. The selection options are 'Corporation' (with a '1' callout) and 'Natural Person'. The 'Corporation' option is described as 'A legal entity formed by one or more individuals to engage in and operate a business enterprise.' The 'Natural Person' option is described as 'A person (in legal meaning, i.e., one who has its own legal personality) that is an individual human being.'

## 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](#)

Identify your business

Do you know the SupplHi ID of your Company?

Yes

No

\* Country: Italy

\* Partita IVA

Imposta sul Valore Aggiunto (Lunghezza di 13 caratteri. Formato di esempio: 'IT12345678912')

Numero iscrizione registro imprese

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

\* Codice Fiscale

Codice Fiscale (Lunghezza di 11 caratteri. Formato di esempio: '12345678912')

Continue

Select Company Summary

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

SupplHi Ltd.

United Kingdom, London, 35 Kingsland Road, E2 8AA

SupplHi ID 100000002

Confirm



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

- 1 If you don't know the SupplHi ID of your Company, after choosing the Type of Company (Corporation or Natural Person), you are requested to select the Country and indicate a few basic fiscal data.
- 2 Click "Continue"
- 3 If your Company already has a profile on SupplHi, you will be asked to confirm it is your company.
- 4 If your Company does not yet exist, you will be requested to create it. The steps are shown in the following page

1

2

### HINTS

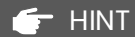
*Your organization may already be present on SupplHi (pre-mapped or registered by a colleague)*

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

3

## CREATE A NEW CORPORATION OR NATURAL PERSON

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



### HINT

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

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

Register as a user Identify your business Access to the platform

**Identify your business**  
Insert Basic information

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

2

Vendor Type  
Corporation

Country  
Italy

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

Numero iscrizione registro imprese

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

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

\* Company name (international language)



## Colleagues

You can easily invite your colleagues, at any time.

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

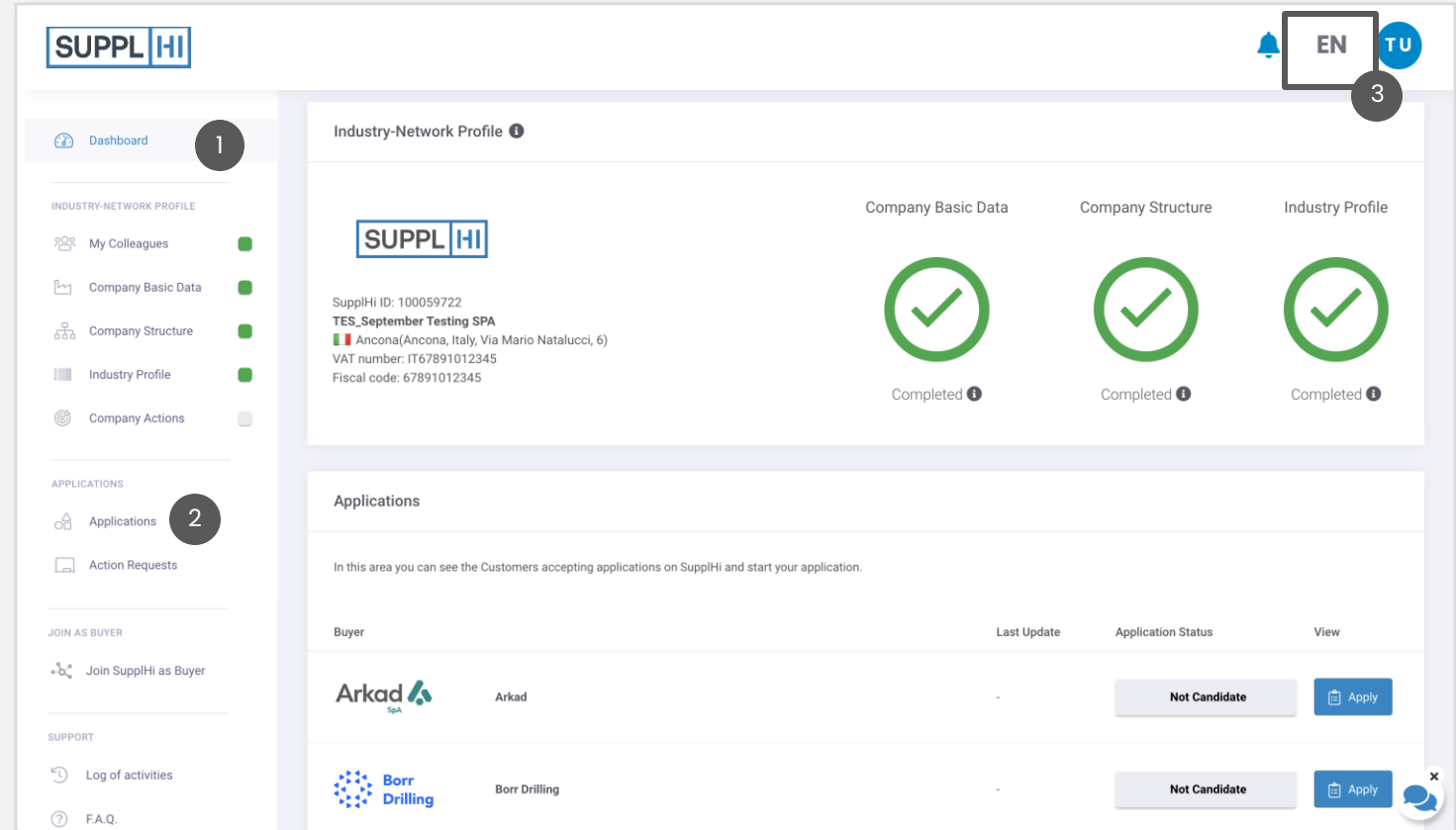
We **strongly encourage business accounts of the individual colleague**, avoiding general emails (e.g. info@vendor.com) and generic webmail providers (Gmail, Yahoo! Mail, Hotmail, ...).



*1 minute per Colleague invited*

# THE DASHBOARD

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



# ADD NEW COLLEAGUES

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

User Status	Description
<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.

# PROVIDE SUPER USER RIGHTS TO ANOTHER COLLEAGUE

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

**My Colleagues** + Add a colleague

Search  
Search in all fields

User ↑	Email	Registered at	Last Login	Actions
<b>NT</b> Nuovo Test Collega	test_collega_aggiunto@supplhi29/03/2022		n.a.	<span style="border: 2px solid red; padding: 2px;">Edit</span>
<b>TV</b> Test Marzo Ventidue	test_marzo@supplhi.com	21/03/2022	29/03/2022	Edit

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

⊘ Disable User  
+ Add Super User Rights



## Industry Profile

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



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

## REQUEST COMPANY DATA UPDATE

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

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

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

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

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

SupplHi will review the request and publish all correct data.

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

- Step 1:** The user is on the 'My Company Details' page. A blue notification banner at the top states: "Changes in the profile can be requested at any time and can be accompanied by supporting evidence to consolidate the change request. The supporting documents can be uploaded at the bottom of the page." The 'Edit' button is visible in the top right corner.
- Step 2:** The user is on the 'Data Change Reason' form. The form includes a dropdown menu for 'Data Change Reason' with options: 'Added', 'Minor data cleansing (eg. dots, commas, spaces)', 'Vendor Address change', 'Vendor Legal Form change', and 'Vendor Name change'. There is also an 'Attachment' field.
- Step 3:** The user is back on the 'My Company Details' page, but now with a 'Request' button in the top right corner. The form fields are filled out: 'Vendor Type' is 'Corporation', 'Corporation type' is 'Corporation', 'Country' is 'Algeria', and '\* NIF' is '001123416751234'. A note below the NIF field says: "Numéro D'Identification Fiscal (code length must be 15 or 20 numbers)". The '\* Company name (international language)' field is empty.



## COMPANY STRUCTURE

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

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

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

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

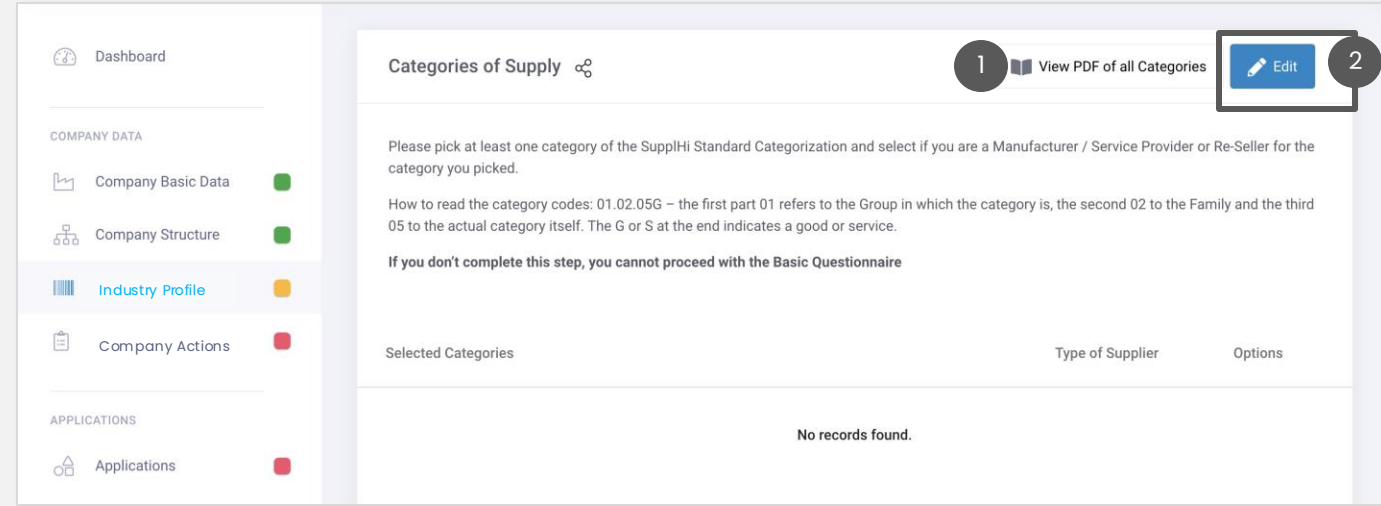
The screenshot shows the 'Related Companies' section with 'Not Present' and 'Present' buttons added to the 'Status' column. The table lists the following data:

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

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

# STANDARD CATEGORIES

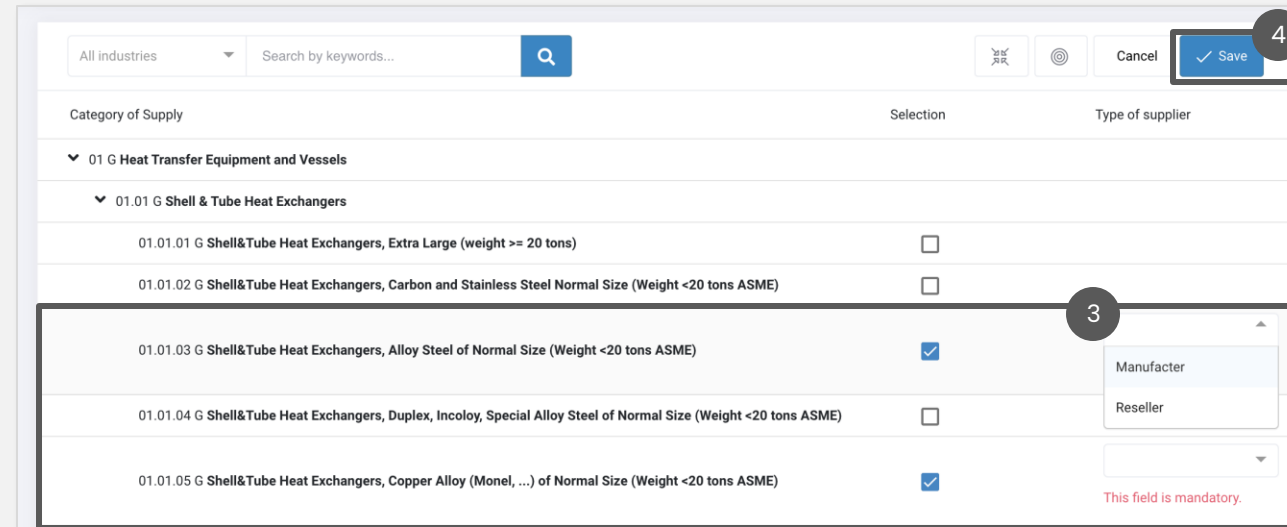
- Categories of supply are based on the [SupplHi Standard Categorization Tree](#). Click on "View PDF of all Categories" to access it. In fact, SupplHi has created a unique standard categorization of supplies that is at the base of the several functionalities of the platform
- To select your categories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



**HINT**

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

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



## LOCATIONS, REFERENCES, FINANCE

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

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

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

The screenshot shows the 'Industry Profile' page with a sidebar on the left containing navigation options: Dashboard, My Colleagues, Company Basic Data, Company Structure, Industry Profile (selected), and Company Actions. The main content area is divided into 'Locations', 'References', and 'Finance' sections. The 'References' section is active, displaying a table of references by category of supply. A blue arrow labeled '1' points to the 'References' tab in the sidebar. A 'Save' button in the top right corner is highlighted with a box and a '2' in a circle.

Category of supply	References	Action
> 24.01.01S - Dry Towing Transportation by Self-Propelled Semi-Submersible Vessel (Service Provider)	References: 5	<a href="#">Add reference</a>
> 42.01.11S - Full Truckload (FTL) Transport of Goods by Road (Service Provider)	References: 5	<a href="#">Add reference</a>
> 42.01.21S - Project Cargo by Sea (Service Provider)	References: 5	<a href="#">Add reference</a>
> 42.01.25S - Heavy Load Road Transport (Service Provider)	References: 5	<a href="#">Add reference</a>
> 42.01.28S - Heavy Load Erection (Reseller)	References: 2	<a href="#">Add reference</a>



## 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.



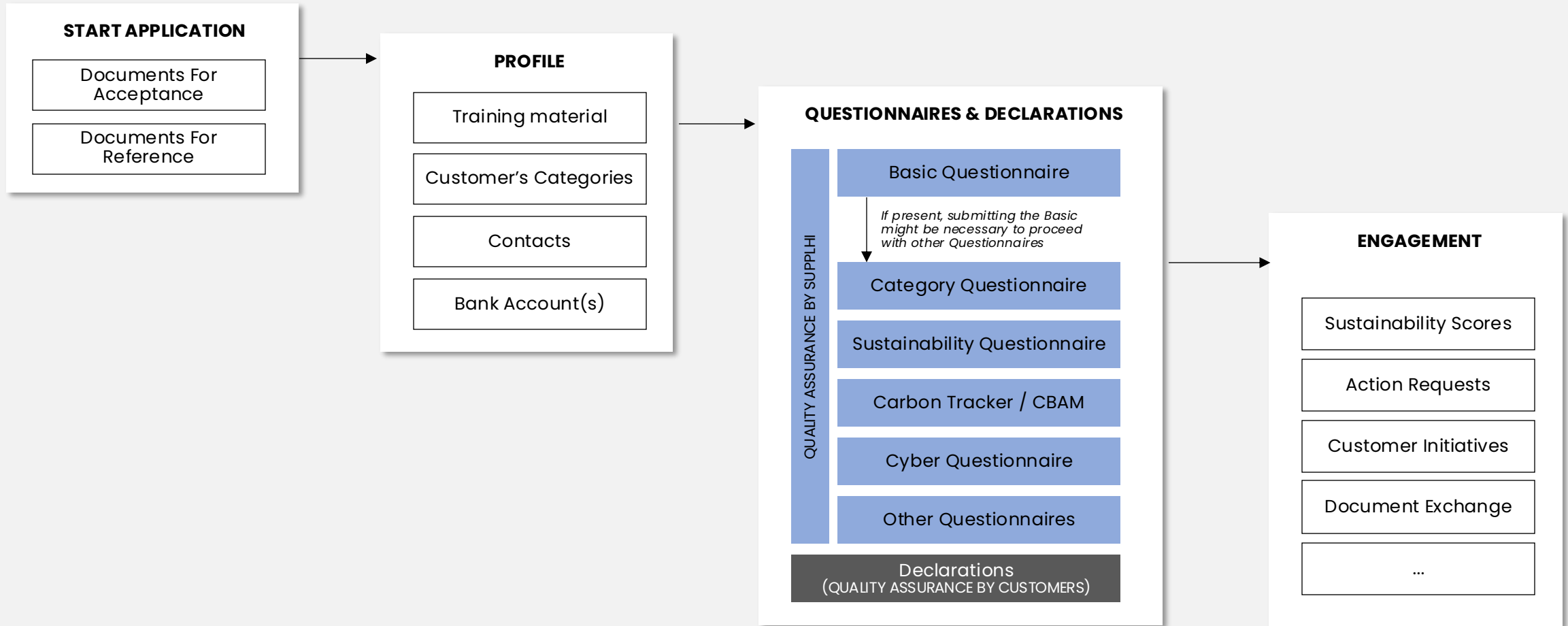
*5' - 60', based on categories of supply and documentation requested by each Customer*



*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.*

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

# ACCEPT CUSTOMER'S TERMS AND START THE APPLICATION PROCESS

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

Application to Customer 1
logo

---

Description of the Customer 1...

---

Start Application

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

2

### Documents for acceptance

Document Acceptance	Version	Action
<input checked="" type="checkbox"/> GDPR Policy	3	<span style="border: 1px solid #ccc; padding: 2px 5px;">Download</span>
<input checked="" type="checkbox"/> General Conditions	1	<span style="border: 1px solid #ccc; padding: 2px 5px;">Download</span>

### Documents for reference

Document	Version	Action
Categorization Tree	1	<span style="border: 1px solid #ccc; padding: 2px 5px;">Download</span>
Declaration of relationships with the Public Administration for Natural Persons	1	<span style="border: 1px solid #ccc; padding: 2px 5px;">Download</span>

# PROVIDE CONTACTS

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

**HINTS**

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

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

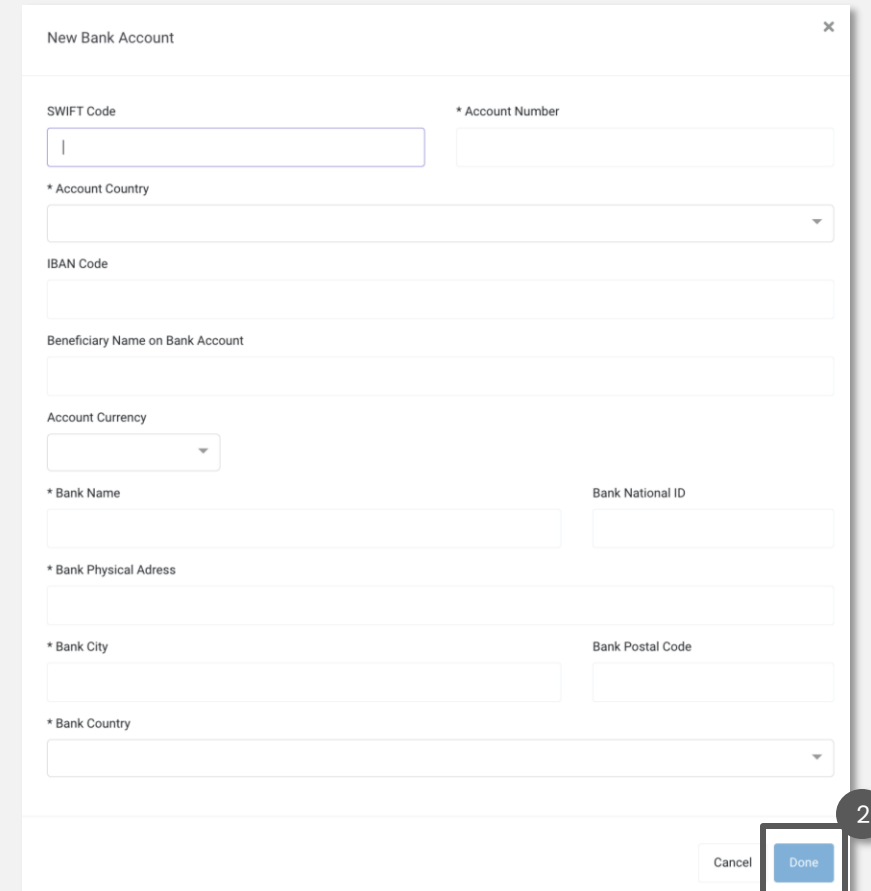
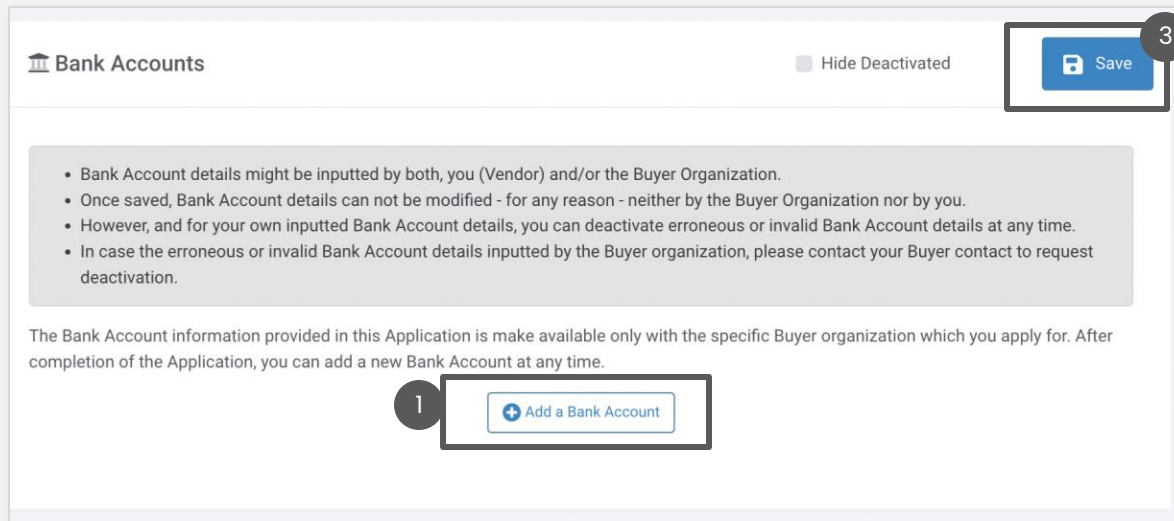
The screenshot shows a user interface for managing contacts. On the left is a sidebar with sections: PROFILE (Terms & Conditions, Contacts, Bank Accounts, Categories), QUESTIONNAIRE (Basic Questionnaire, Category Questionnaire, Carbon Tracker, Missing Information), and ENGAGEMENT (Sustainability Scores).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



## INSERT YOUR BANK ACCOUNT DETAILS

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

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



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

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

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

**RESOURCES**  
Page name

**PROFILE**

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

**QUESTIONNAIRE**

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

**Categories of supply for the Application**

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

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

**Add Categories**

Select Context

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 Select Categories

Review

Search:

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

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

Select Context

Select Categories

Review 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

**HINTS**

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

## COMPLETE AND SUBMIT QUESTIONNAIRES

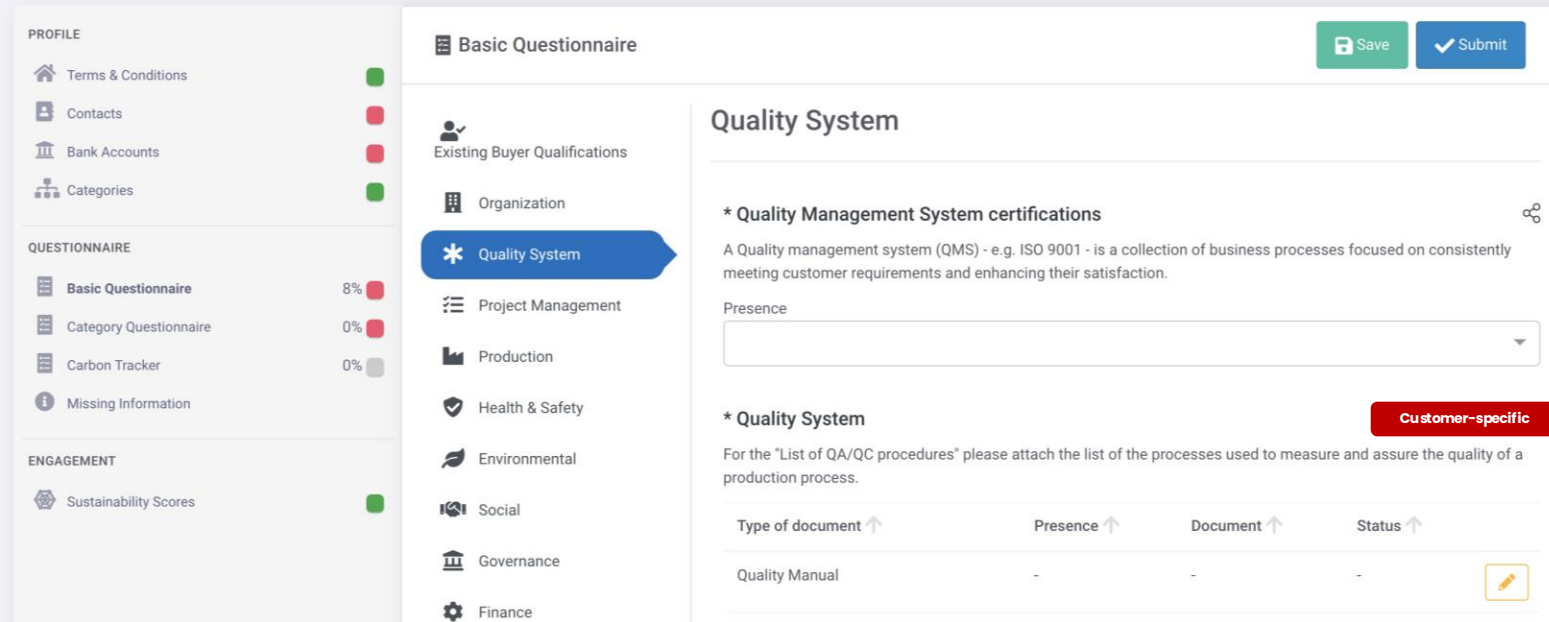
1 Questions might differ in typology: **complete as requested**. Questionnaires are specific for your **Company at country-level** and all information, including documentation, should reflect this. There are two types of questions and beside every question there is an icon highlighting it:

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

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

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

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



The screenshot shows the 'Basic Questionnaire' interface. On the left, there is a navigation menu with sections: PROFILE (Terms & Conditions, Contacts, Bank Accounts, Categories), QUESTIONNAIRE (Basic Questionnaire, Category Questionnaire, Carbon Tracker, Missing Information), and ENGAGEMENT (Sustainability Scores). The 'Basic Questionnaire' section is highlighted, showing a progress bar at 8%. The main content area is titled 'Basic Questionnaire' and includes a 'Save' button and a 'Submit' button. Below this, there is a list of categories: Existing Buyer Qualifications, Organization, Quality System (highlighted with a blue arrow), Project Management, Production, Health & Safety, Environmental, Social, Governance, and Finance. The 'Quality System' section is expanded, showing a question: '\* Quality Management System certifications'. The question text is: '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.' Below the text is a 'Presence' dropdown menu. A red 'Customer-specific' label is visible next to the question title. At the bottom, there is a table with columns: Type of document, Presence, Document, and Status. The table contains one row: 'Quality Manual' with dashes in the Presence, Document, and Status columns. An edit icon is visible in the bottom right corner of the table.




### HINTS

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

## UPDATE QUESTIONNAIRES AFTER SUPPLHI'S REVIEW

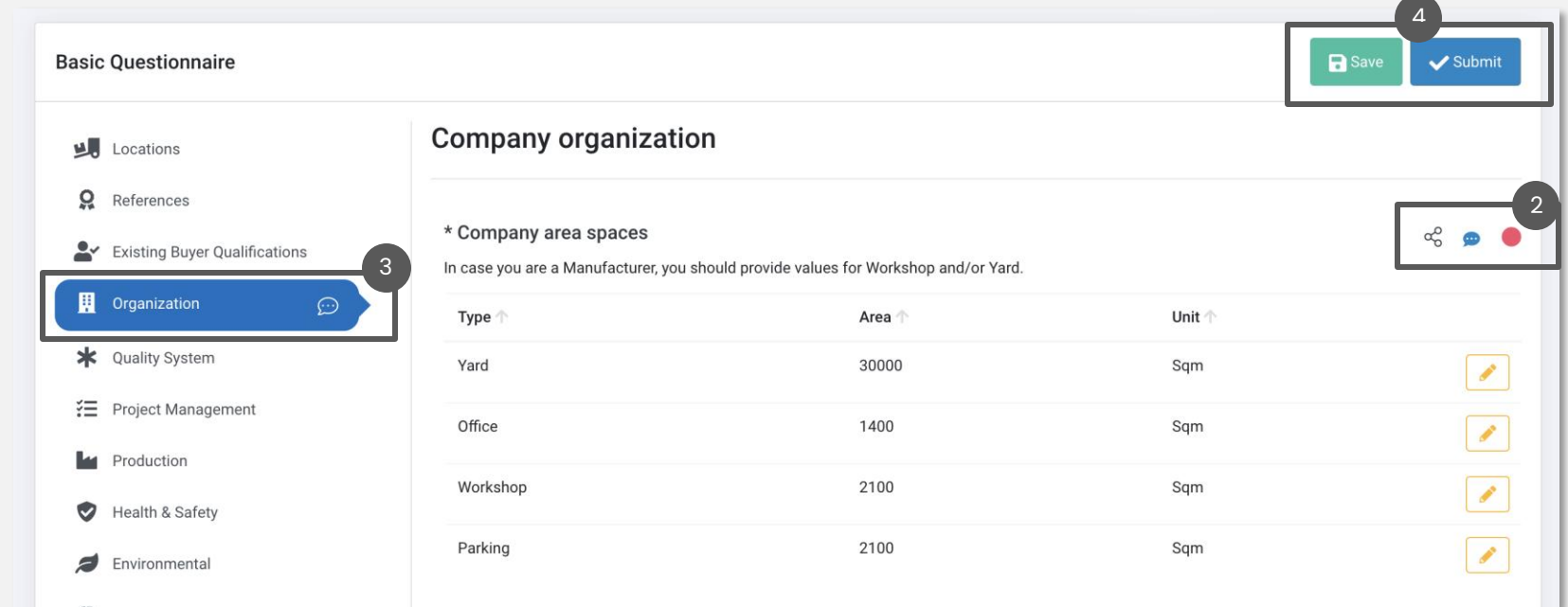
1 If SupplHi's review highlights that improvements are necessary, you will be notified by email and on the dashboard

2 In the reviewed questionnaire you might find:

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

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

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



The screenshot shows the 'Basic Questionnaire' interface. On the left is a sidebar with categories: Locations, References, Existing Buyer Qualifications, Organization (highlighted with a blue bar and a chat icon), Quality System, Project Management, Production, Health & Safety, and Environmental. The main content area is titled 'Company organization' and contains a section for '\* Company area spaces' with a note: 'In case you are a Manufacturer, you should provide values for Workshop and/or Yard.' Below this is a table with columns for Type, Area, and Unit. The table lists Yard, Office, Workshop, and Parking with their respective area values and units. Each row has a yellow pencil icon for editing. In the top right corner, there are 'Save' and 'Submit' buttons. In the bottom right corner, there is a status indicator with a chat icon, a blue dot, and a red dot.

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

## COMPLETE THE DECLARATIONS

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

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

**PROFILE**

- Terms & Conditions
- Contacts
- Bank Accounts
- Categories

**QUESTIONNAIRE**

- Basic Questionnaire 8%
- Declarations** 0%
- Carbon Tracker 0%
- Missing Information

**ENGAGEMENT**

- Sustainability Scores

### Declarations

Save Submit

**\* Declaration** Customer Specific

Description text

Certification File ↑ Issuance Date ↑

No data provided.

+ Add Element 2

**\* Certification requested** Customer Specific

Certification File ↑ Issuance Date ↑ Expiry Date ↑

No data provided.

+ Add Element

### HINTS

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

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

# VIEW YOUR SUSTAINABILITY SCORES

- 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.

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

**ATTENTION**

*The Sustainability 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.

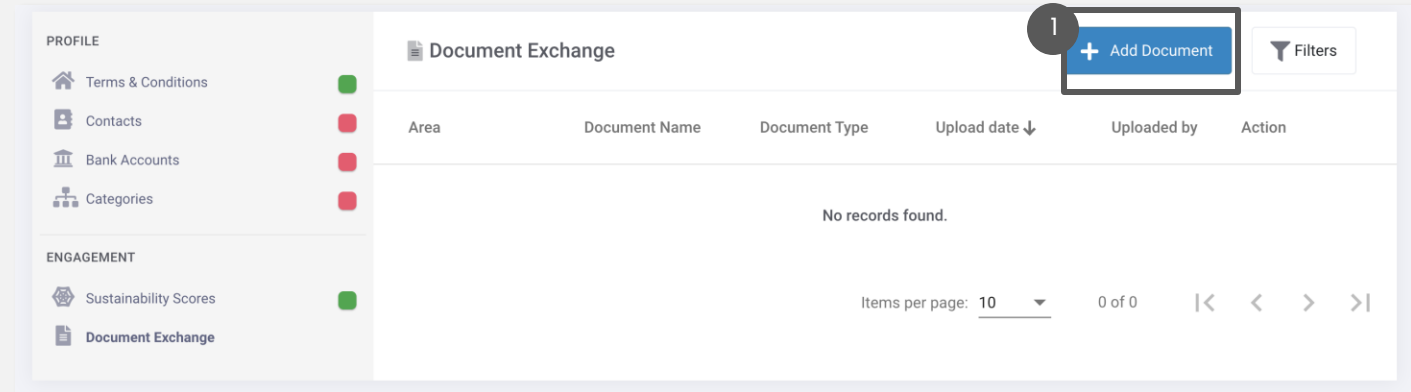
No highly confidential document should be uploaded and shared through the Document Exchange.

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

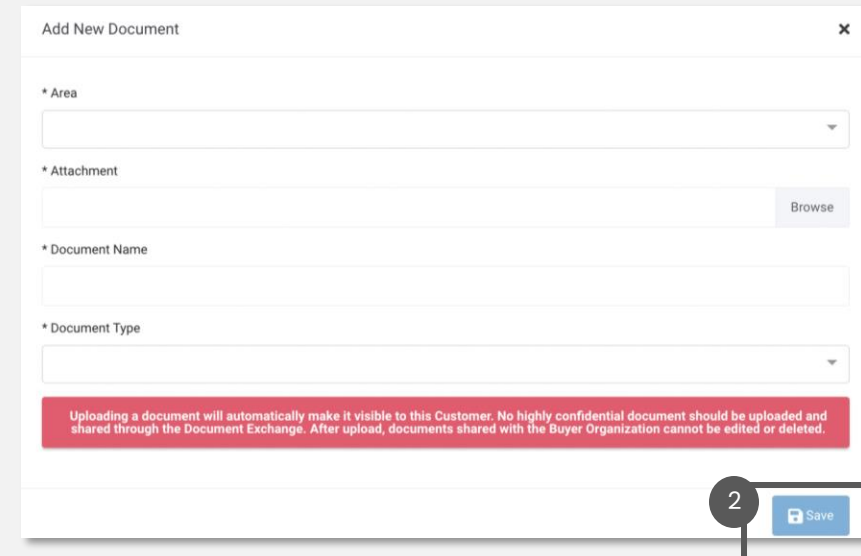
- 2 Click on “Save”. The document will be automatically shared with the Customer.

### 👉 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.*



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



The screenshot shows the 'Add New Document' form. It contains the following fields:
 

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

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



## CUSTOMER DOES NOT ACCEPT APPLICATIONS

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

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

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

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

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

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



## Company Actions

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

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

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



*5-30 minutes, depending on the number of Actions*

## DESCRIBE THE IMPROVEMENT ACTIONS TAKEN BY YOUR COMPANY

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

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

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

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

4 Complete all required fields, click "Save"

### HINTS

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

# UPDATE & EDIT THE IMPROVEMENT ACTIONS TAKEN BY YOUR COMPANY

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

Company Action ID: 202400024

Obtain the ISO 9001 certification (Quality Management System) Ongoing

Obtain ISO-9001 certification

Obtain ISO-9001 certification

Details Remarks & Links Attachments Logs Connected Actions

Action Type details Action Type Booklet Edit

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

\* Title  
Obtain ISO-9001 certification  
max 50 chars

\* Short description  
Obtain ISO-9001 certification  
max 255 chars

Long description

Company Action ID: 202200013

Obtain the ISO 9001 certification (Quality Management System) Completed

Obtaining ISO 9001

Obtaining ISO 9001

Details Remarks & Links Attachments Logs Connected Actions

Connected actions

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

Items per page: 25 1 - 2 of 2

# CUSTOMER'S ACTION REQUEST TO YOUR ORGANIZATION

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

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

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

Action Request Status (selected)	Description
<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”.

**Action Request** ← Back

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

**DEMO BUYER**

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

**Connected Company Action** Create New Company Action + Add

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

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

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

**Commit to Action Request**

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

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

**Logs**

2023-01-25 09:52:41 | Action Request has been created by BU - Family Name\_00742 BU - Given Name\_00742 john.wills@supplhi.com with notifications enabled.

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

# COMPLETE AN ACTION REQUEST WITH "INDUSTRY-SHARED" ANSWER

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

**COMPULSORY**

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

### Action Request

← Back ✓ Propose Completion

3  
DEMO  
BUYER

Action Request ID	2023000018
Action Type	Increase the pink quota in the company management (AR010)
Area	Governance
Dimension	
Source	Spot Request
Priority	Medium
Creation date	Feb 7, 2023 8:47 AM (UTC)
Related to	DEMO
Description	increase the pink quota in the company management
Type of Answer	Industry-shared Company Action
Attachment(s)	No Attachment Present
Status	Committed

### Connected Company Action

Create New Company Action + Add

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

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

Items per page: 10 1 - 2 of 2

# COMPLETE AN ACTION REQUEST WITH "CUSTOMER-SPECIFIC" REPLY

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

**HINTS**

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

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

The screenshot displays the 'Action Request' page for ID 202400001. The 'Status' is 'Committed'. A progress bar shows the stages: Suggested/Requested, Committed, Completion Proposed, and Completed. Below this, an 'Attachment(s)' table lists a file 'Vendor\_Attachments-1.pdf' uploaded by 'john.will@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 response 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 editor is visible with a 'Send Message' button highlighted by a red circle with the number 2. A 'Propose Completion' button is visible in the top right corner, highlighted by a red circle with the number 3. A 'Back' button is also present.



# 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.

**Customer Initiatives**

Initiative ID	Initiative Type	Initiative Title	Closure date	Initiative Status	My Candidacy Status	Actions
2021000005	New Qualification	Qualification of new Suppliers	-	On Hold	Answer needed	View Action Request
2022000008	Scouting	Test 26/05	-	Ongoing	Not Applied	View

2021000005 - Qualification of new Suppliers

**New Qualification** Ongoing

Qualification of new Suppliers  
Short description for Qualification of new Suppliers already identified, for local projects  
long description for Qualification of new Suppliers already identified, for local projects

1 set 2021 Start Date    31 dic 2021 Planned End Date    - Actual End Date

**Action Request**

Action Request ID: 2022000001  
Action Type: Vendor Candidacy (VENDOR\_CANDIDACY)  
Area: Initiative  
Dimension: Initiative  
Source: Initiative  
Priority: Medium  
Creation date: 25/05/2022 12:43  
Related to: Customer  
Created by: VU - Family Name\_04708 VU - Given Name\_04708 (in  
Description: We are interested to this initiative  
Attachment(s): No Attachment Present  
Status: Requested

**HINTS**

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

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



## Support

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

## TICKETING SUPPORT SYSTEM

The dedicated ticketing system can be accessed:

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

SUPPORT

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

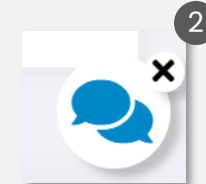
My tickets + New ticket

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

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

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

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



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

SUPPL HI Request for Support 3 EN

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

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

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