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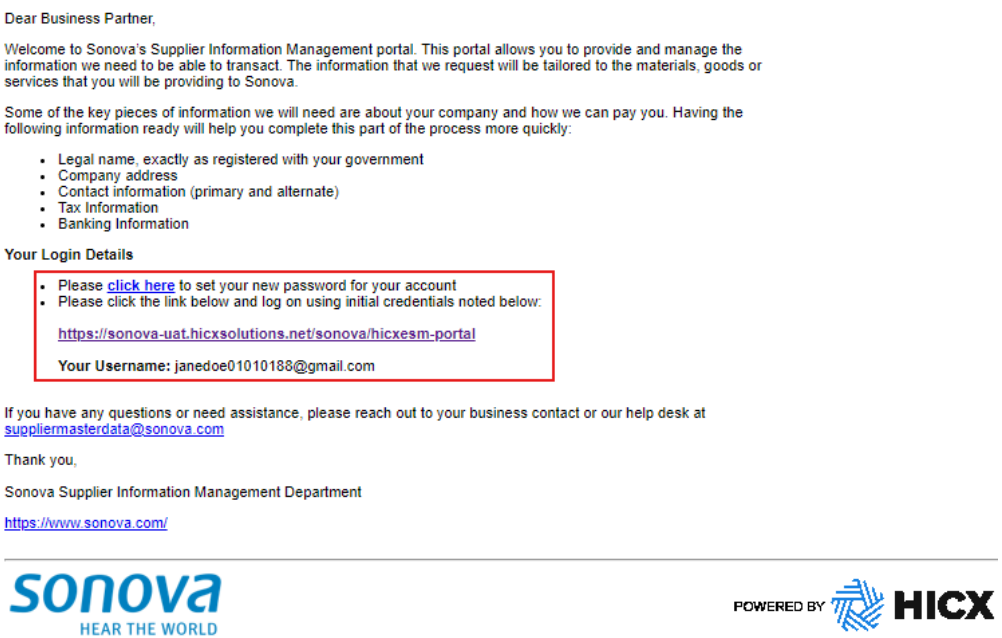
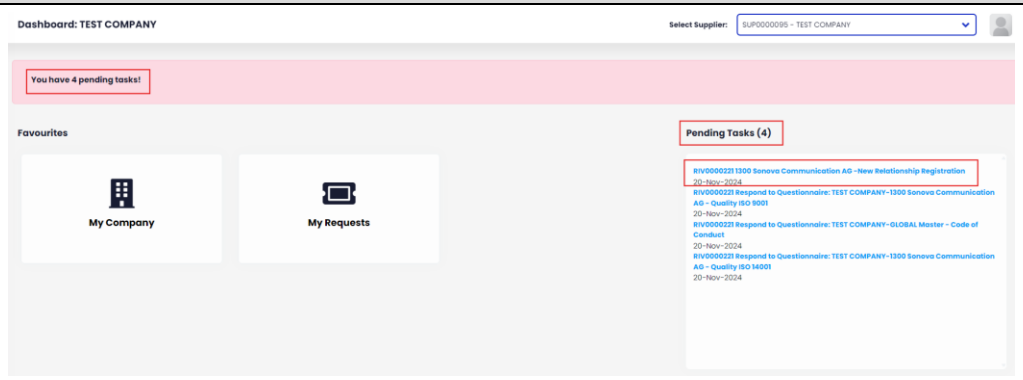
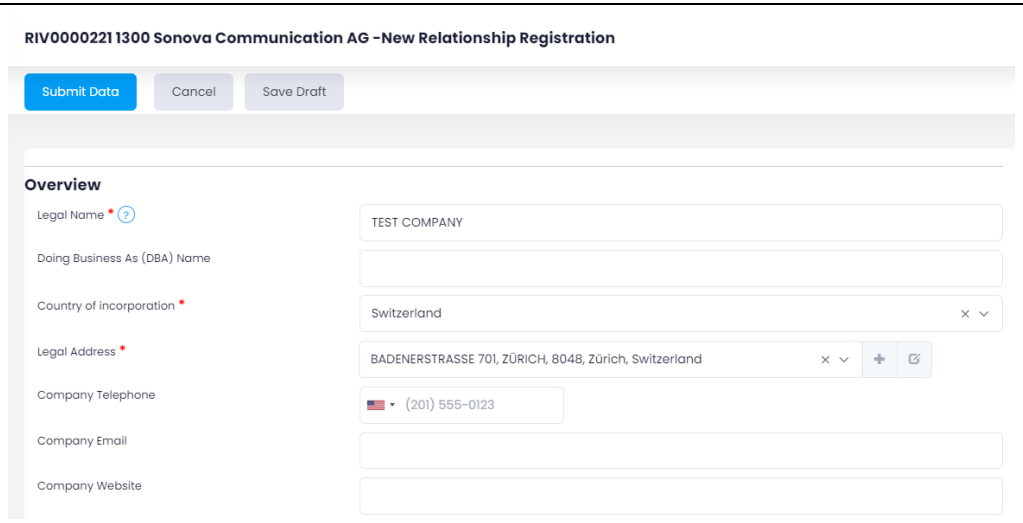
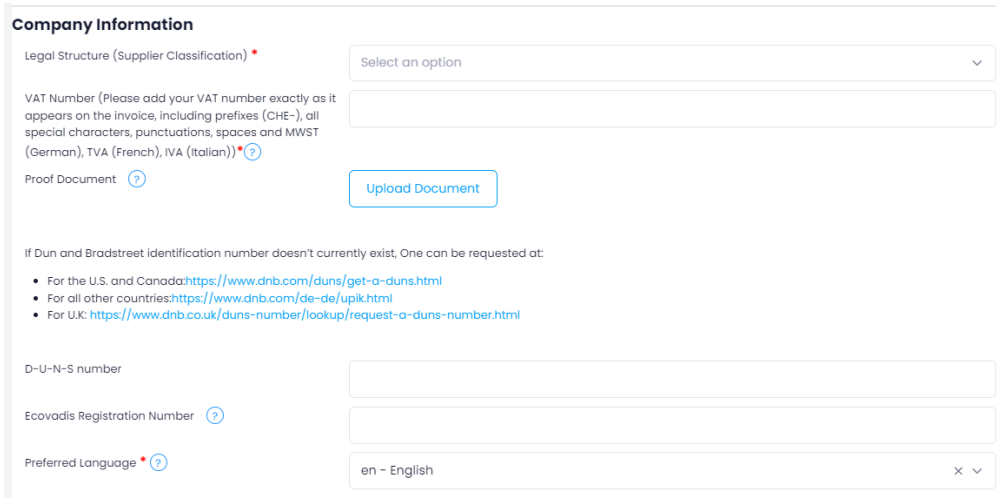
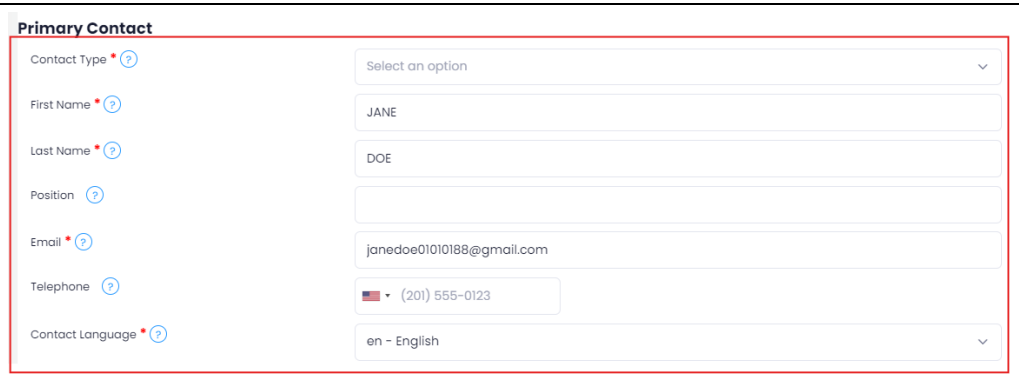
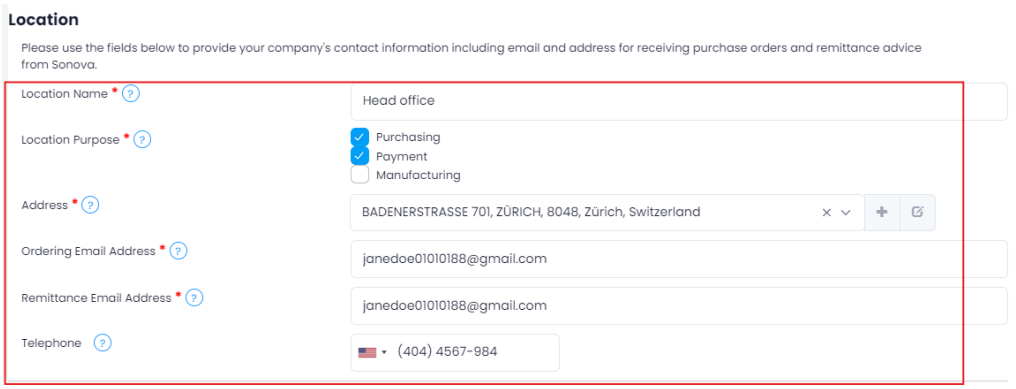
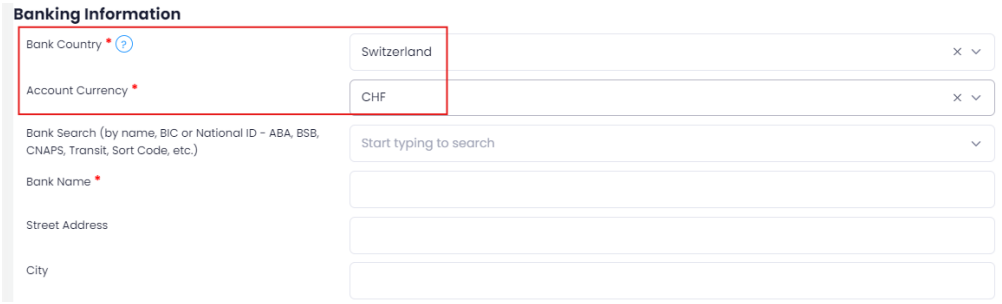
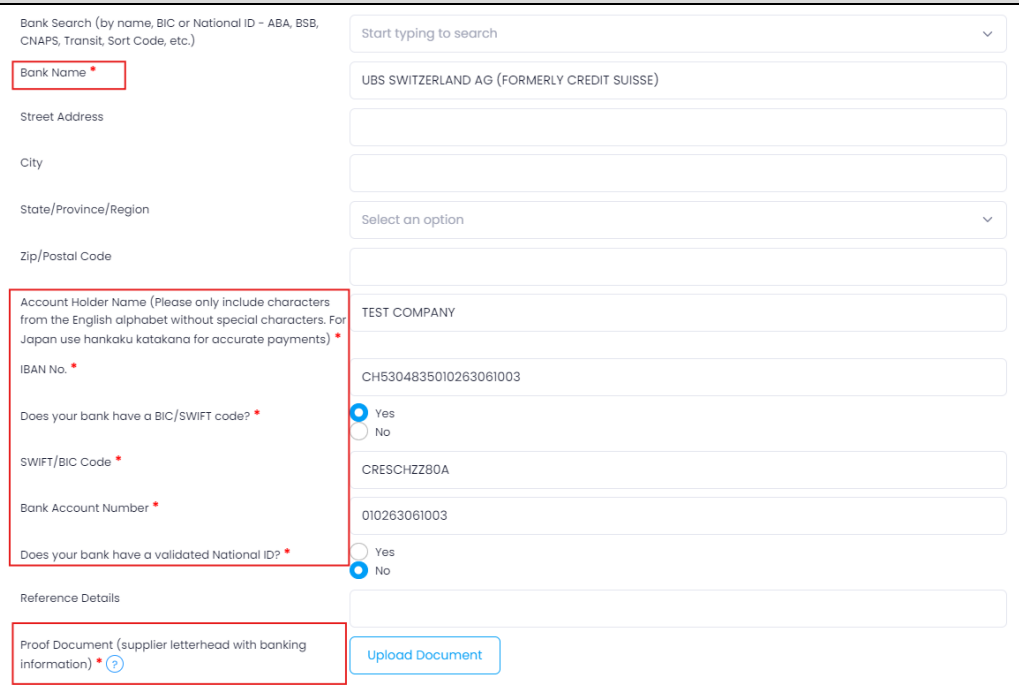
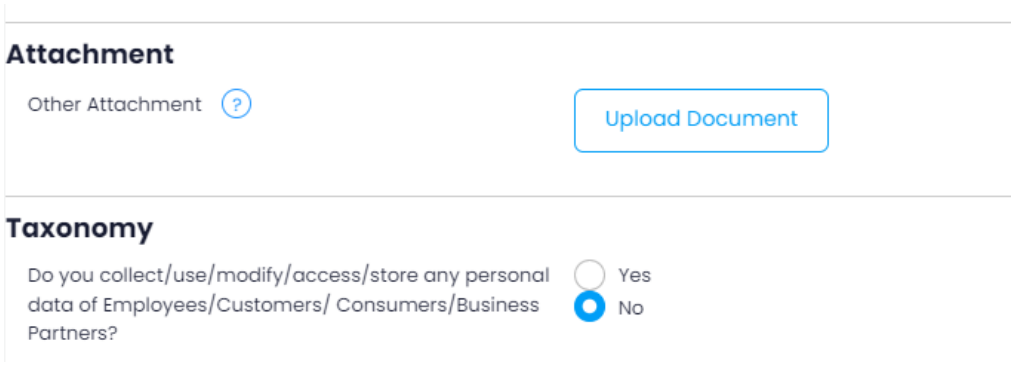
New vendor onboarding process

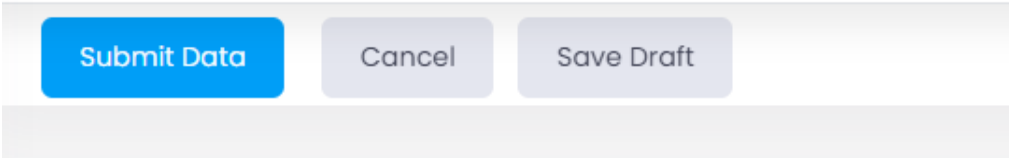
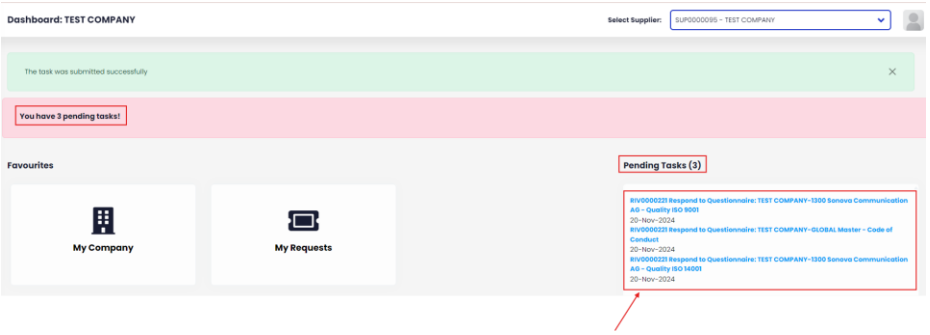
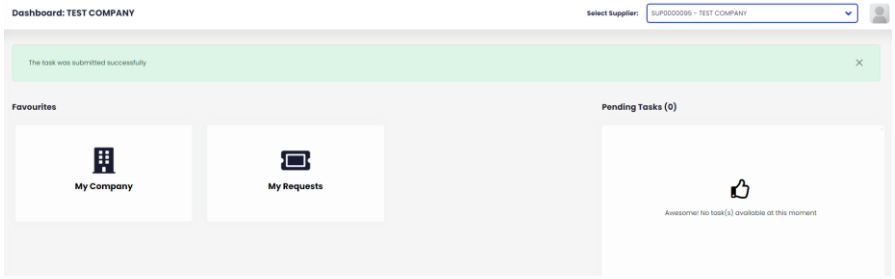
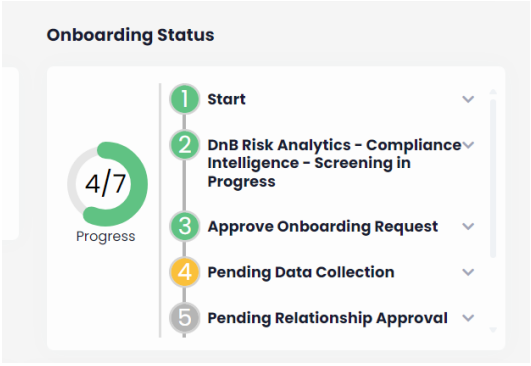
Process step	Instructions	Add Print Screens here
Log in to system.	Once you receive an invitation e-mai please log in to HICX platform and set up a password. Please always check “junk” folder in your e-mail inbox for this e-mail invitation.	

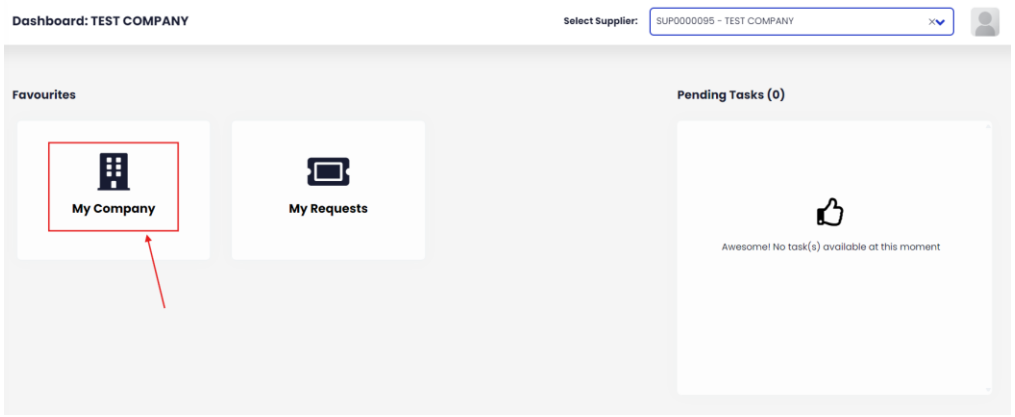
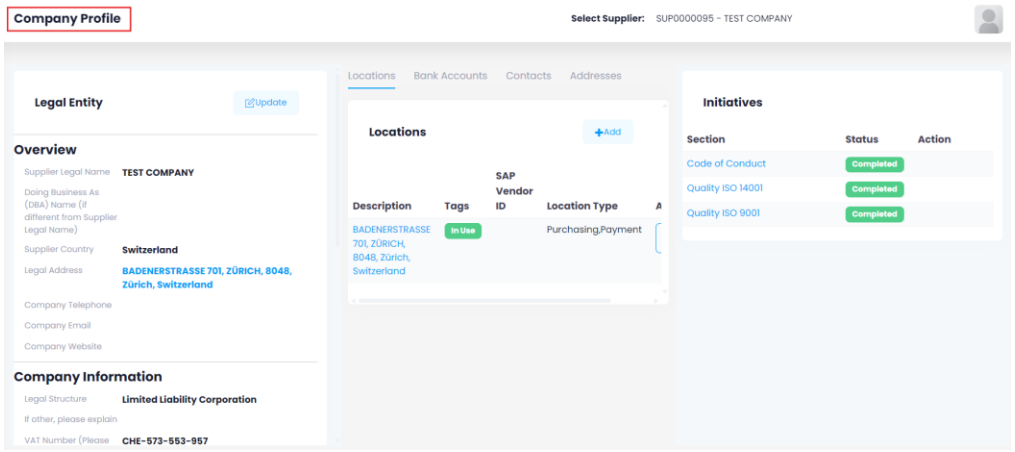
Process step	Instructions	Add Print Screens here
New Relationship Registration	After logging you will see Dashboard where you can find all pending tasks. Click on the first task called “New Relationship Registration”. In this step you need to insert all company related data such as ex. VAT, bank details, etc.	
New Relationship Registration	In the Overview section you need to verify your company name and address and correct if needed.	

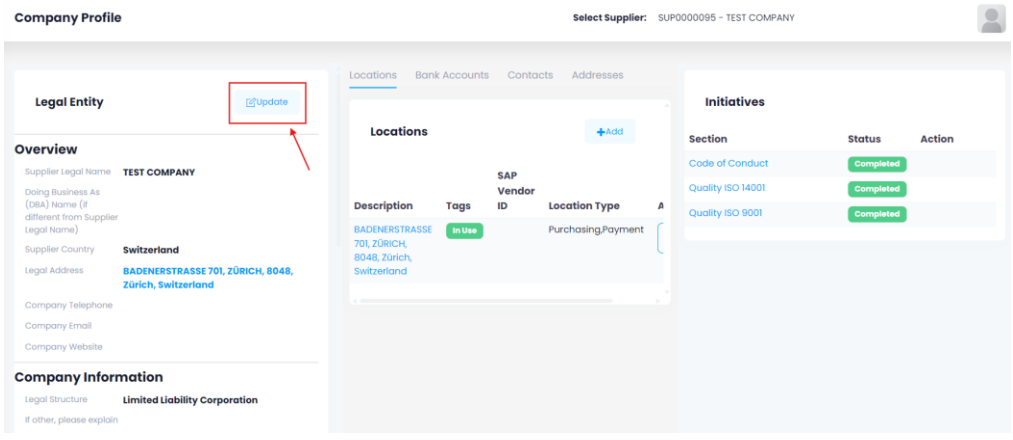
Process step	Instructions	Add Print Screens here
New Relationship Registration	Then complete “Company Information’ section. Choose Legal Structure from the drop dpwn list and insert VAT number. If you are aware of your DUNS or Ecovadis number please provide it. Please also choose Preferred Language.	
New Relationship Registration	The next section is “Primary Contact”. Please complete all mandatory (marked with red star) contact information.	

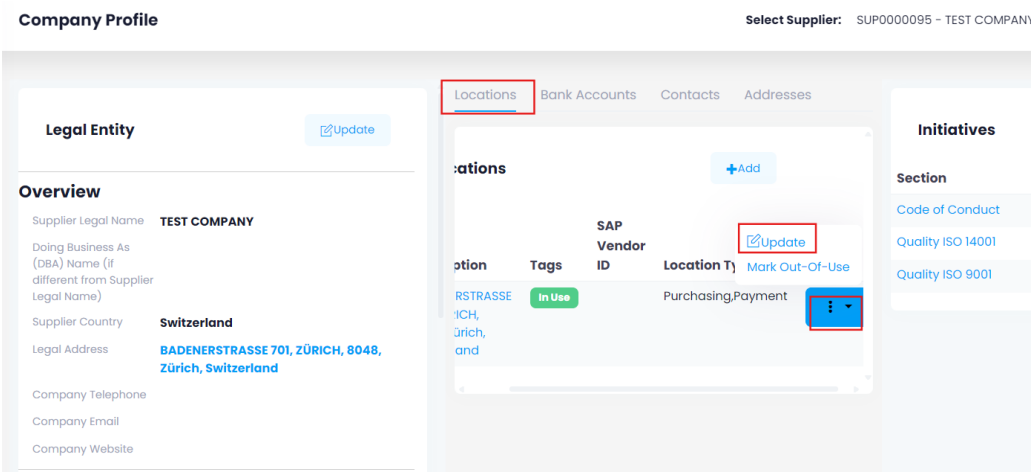
Process step	Instructions	Add Print Screens here
New Relationship Registration	Then scroll to the next section called “Location”. Please complete all data regarding location.	
New Relationship Registration (banking information)	The next section is “Banking information”. Please choose Bank country and then Account Currency. Then new fields will be populated based on these information.	

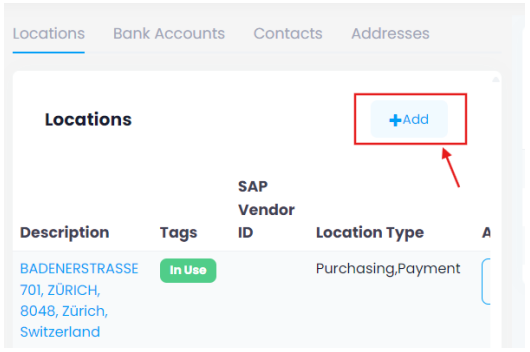
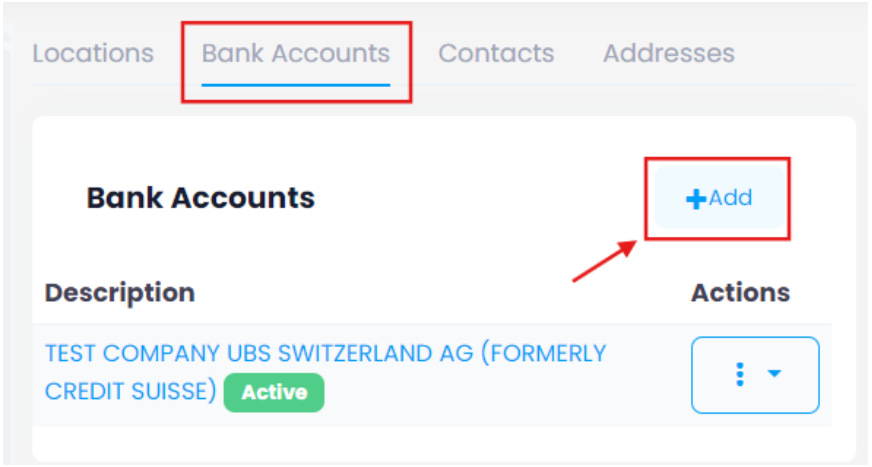
Process step	Instructions	Add Print Screens here
New Relationship Registration (banking information)	Please insert IBAN. Then click on the field SWIFT to populate Bank account, SWIFT and Bank Name. Then complete all mandatory fields: Account Holder Name, Proof Document. If you are not IBAN country please insert Bank account number, National ID, SWIFT, Account holder and Bank name.	
New Relationship Registration	The last two sections are “Attachment” and “Taxonomy”. Please upload attachment which would support the request. At the end answer the question regarding Taxonomy.	

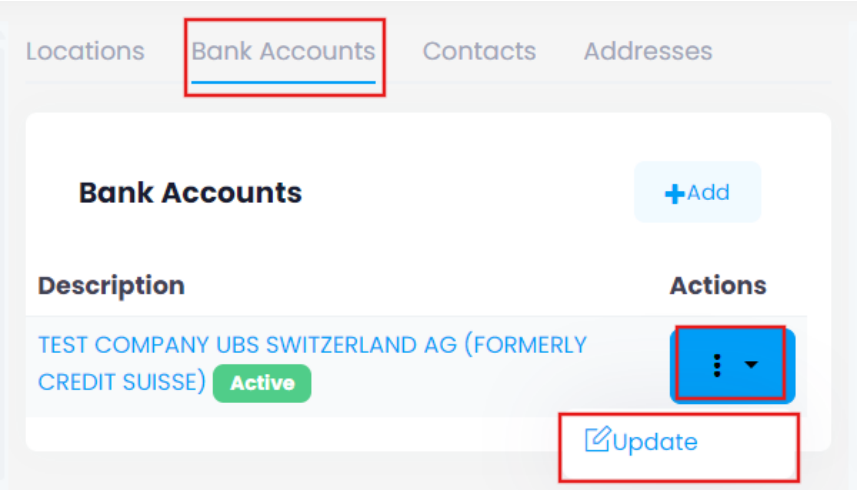
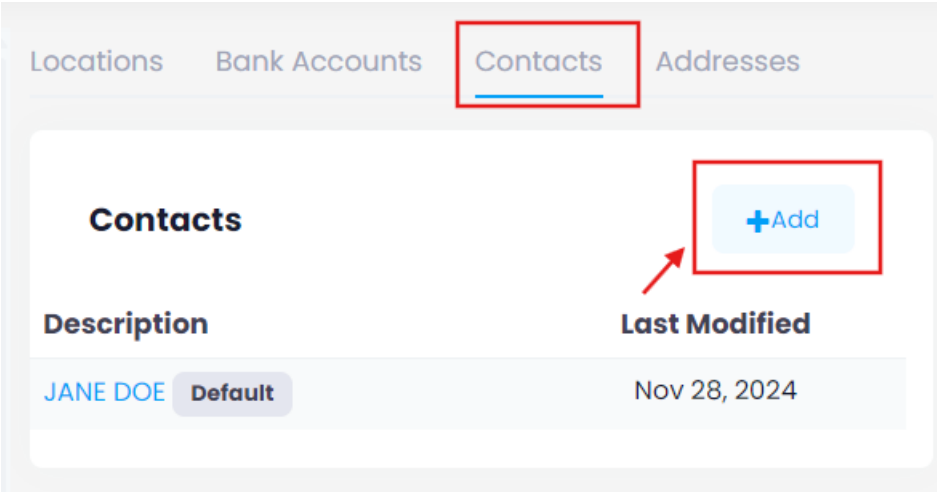
Process step	Instructions	Add Print Screens here
New Relationship Registration	When all data is completed please click Submit button.	
Questionnaires completing	As a next step please click on every questionnaires and complete it.	
Questionnaires completing	After completing all questionnaires, your dashboard should be empty. Please see screenshot.	
Checking of vendor onboarding status	Here you can see on which state is supplier onboarding process.	

Process step	Instructions	Add Print Screens here
Company profile review	Click on the My Company.	
Company Profile	Information in Company Profile will be visible after approval from Sonova.	

Process step	Instructions	Add Print Screens here
Updating Legal Entity information	If you would like to update information form Legal Entity click Update button and change needed information.	

Process step	Instructions	Add Print Screens here
Updating/Adding Location	If you would like to update Location click on the three dots next to location and choose Update.	

Process step	Instructions	Add Print Screens here
Complete the supplier invitation form	If you would like to add new Location click Add button.	
Adding/updating bank accounts	To add new bank click Add button in Bank Accounts section.	

Process step	Instructions	Add Print Screens here
Adding/updating bank accounts	If you would like to update existing bank account, click on the three dots and choose Update.	
Adding new contact	To add a new contact please click Add button in the Contact tab. New contact will be able also to log in to the platform.	

Frequently Asked Questions (FAQ)

1. Who do I need to contact if I need support – please contact suppliermasterdata@sonova.com
2. How do I check status of vendor onboarding – see page 6.
3. What do I need to do if I need to change any of my details like bank account, name, e-mail address ect.– see pages 8-10.