

→ ICF Supplier Hub: Potential to Operational Supplier Onboarding (North America)



Purpose: This document outlines the process for a Potential Supplier to complete their onboarding to become an Operational Supplier via the Zycus Supplier Network (ZSN) also known as the ICF Supplier Hub.

1. You will receive an email notification from ZSN (ICFSource2PayAdmin@icf.com) prompting you to complete additional profile details. **Review** the email for instructions and ensure you have access to the necessary information.

Test email : Zycus Supplier Network: You have been notified Inbox x



ICFSource2PayAdmin@icf.com

2:26 PM (3 minutes ago)

Note : This email is only for test triggered from non production environment. It is not a production email.

'ICF' has notified you about your supplier - [REDACTED], details given below:

Request ID: 48045

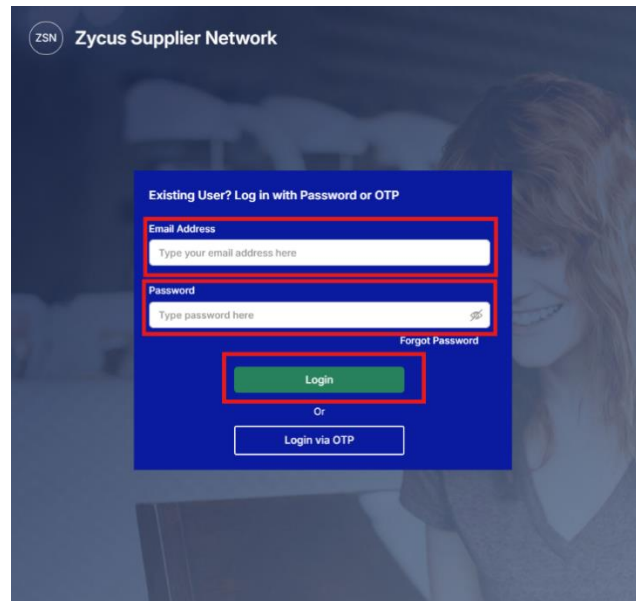
Customer/Client Name: ICF

Business Location: ICF-Outside North America

Comments: Kindly complete your details, including bank information at your earliest convenience. Thank you, Andrea

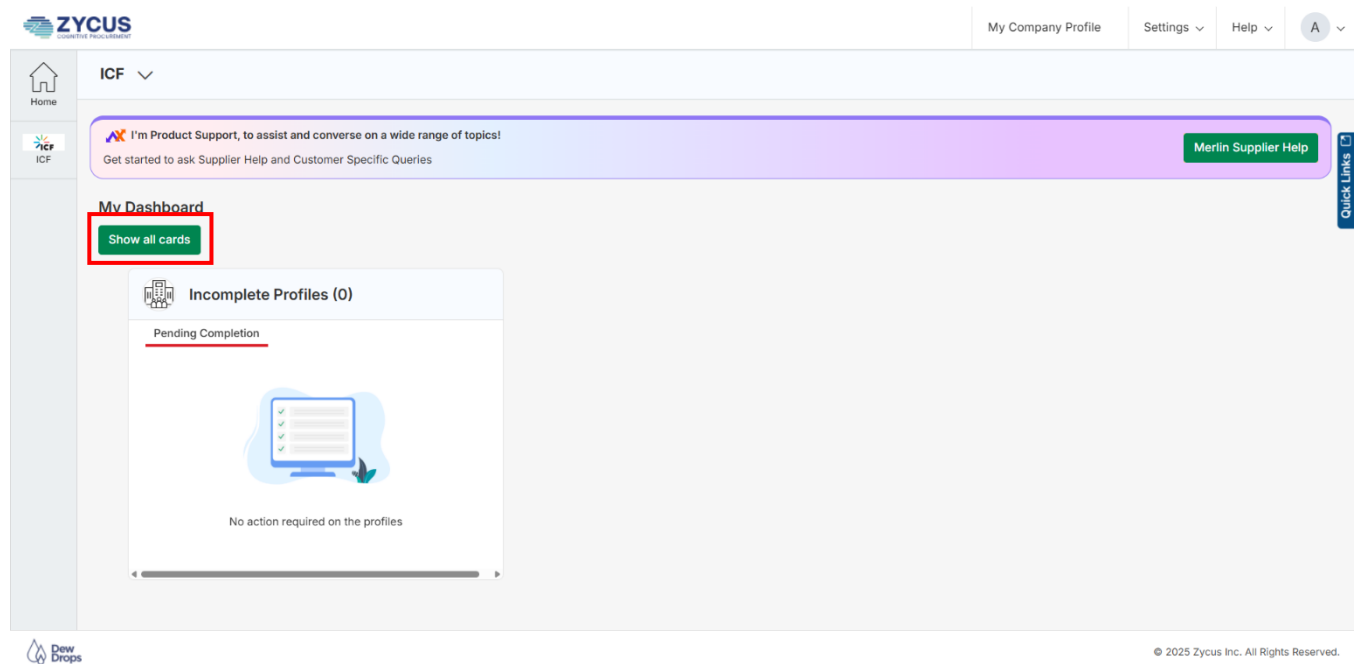
This is an automatically generated email, please do not reply.

- Open your web browser and navigate to the ZSN <https://dewdrops.zycus.com/zsp/guest/genericRegister/ICF225>. Enter your credentials and click **Login**.



The image shows the Zycus Supplier Network login interface. At the top, it says 'ZSN Zycus Supplier Network'. Below this is a blue box with the text 'Existing User? Log in with Password or OTP'. Inside this box are two input fields: 'Email Address' with the placeholder 'Type your email address here' and 'Password' with the placeholder 'Type password here'. A 'Forgot Password' link is to the right of the password field. Below the fields is a green 'Login' button, and below that is a 'Login via OTP' button. The entire login box is highlighted with a red border.

- After logging in, the following screen will appear. Click **Show all cards** which will open all requests.



The image shows the Zycus Supplier Network dashboard. At the top, there is a header with the Zycus logo, 'My Company Profile', 'Settings', 'Help', and a user profile icon. Below the header is a navigation bar with 'Home' and 'ICF'. The main content area has a purple banner with the text 'I'm Product Support, to assist and converse on a wide range of topics! Get started to ask Supplier Help and Customer Specific Queries' and a 'Merlin Supplier Help' button. Below this is a 'My Dashboard' section with a 'Show all cards' button highlighted with a red border. The dashboard also shows a card for 'Incomplete Profiles (0)' with a 'Pending Completion' status and a message 'No action required on the profiles'.

- You will be directed to the **Supplier Requests** card on your dashboard. Scroll to the bottom of the view to find the relevant **Supplier Name** where the status is marked as **Awaiting Response** and click to proceed.

Supplier Requests		
Supplier's Name	AWAITING RESPONSE	
GSID GSID #	Requested On -NA-	←
Supplier's Name	APPROVED	
GSID GSID #	Requested On 11/04/2025	
Supplier's Name	APPROVED	
GSID GSID #	Requested On 11/04/2025	
3 of 3 records		View more

5. Address the information outlined in the ZSN email received and ensure that all required or missing information is updated or completed. This includes **Bank Details**, **Payment Terms**, and **Environ Impact Sustainability Details**.

Complete the supplier profile by providing all required details in the main views and their sub-views.

Company *
Address *
Supplier Address Deactivation
Bank Details
Integration Information
Payment Terms *
Environ Impact Sustainability
Internal Notes
Capabilities *
Supplier Note

Company Details *
Doing Business with ICF *
Supplier Info - US
Doing Business With ICF in US

You are in System: ICF-North America under Facility: CPx-ICF-North America

Company Details

Global Supplier Identifier *
Legal Name *

Legal Structure * ⓘ
Legal Entity Registration Country? ⓘ
Legal Entity Registration Country?

DUNs Number ⓘ
DUNs Number
Unique Entity Identifier ⓘ
Unique Entity Identifier
Company Establishment Date
MM/DD/YYYY

Website Address
Website Address
One-Time Supplier
☐

Preferred Supplier
☐ Yes ☐ No

Tax Details

Tax ID Format *
☐ US Federal Tax ID
☐ US Social Security Number ☐ VAT/Other

Tax ID
Tax ID

* Indicates mandatory

CANCEL Save as Draft Submit

6. Click **Supplier Info – U.S.** section in the top bar, select the appropriate document type, and upload the required document. The applicable IRS Form needs to be identified and attached for ICF to determine tax status and facilitate accurate reporting to the IRS.

Supplier Info - US

Document Type ⓘ

- ☐ Form W-9: Used by entities/individuals with US status
- ☐ Form W-8 BEN: Used by foreign individuals to confirm their non-US status
- ☐ Form W-8 BEN-E: Intended for foreign entities
- ☐ Form W-8 IMY: For intermediaries acting on behalf of another
- ☐ Form W-8ECI: Certificate of Foreign Persons Claim That Income Is Effectively Connected With the Conduct of a Trade or Business in the United States
- ☐ Form W-8EXP: Certificate of Foreign Government or Other Foreign Organization for United States

Form W8/W9

Drop a file here or browse file [Browse](#)

W8/W9 Expiry Date

MM/dd/yyyy

W8/W9 forms are valid for three years from the date they are signed expiring on December 31st of the third succeeding calendar year.

* indicates mandatory

7. In the **Bank Details** section and click **Add New** to enter your bank information.

ZYCUS

Complete the supplier profile by providing all required details in the main views and their sub-views.

My Company Profile Settings Help

Home ICF

Company *
Address *
Supplier Address Deactivation
Bank Details
Payment Terms *
Environ Impact Sustainability
Capabilities
Supplier Note

Bank Details

You are in System: ICF-Outside North America under Facility: MACONOMY-ICF-Outside North America

Bank Details

No Records Available

* indicates mandatory

Banking Document

No Records Available

* indicates mandatory

CANCEL Save as Draft Submit

8. Input all applicable banking information (e.g., **Supplier Address**, **Bank Address Country**, **Account Validation Type**, **Account Type**, **Bank Account Ownership**, **Bank Account Beneficiary Name**, **Account Number**, **Routing Number**, **Swift Code**, and **IBAN** for international transactions). Double-check all entries to ensure accuracy and avoid processing delays and click **Save**.

The image shows a 'Bank Details' form with various input fields and callout boxes. The callout boxes contain the following text:

- Choose Applicable Address
- Select applicable Country
- Choose applicable bank account type
- Enter Applicable Bank Account Beneficiary Name
- Enter Bank Account Number
- Enter applicable number
- Select applicable payment currency
- Select applicable Email for receipt of remittance advice

A red arrow points to the 'Save' button at the bottom right of the form.

Bank Details

Supplier Address
Choose Applicable Address

Bank Address Country
Select applicable Country

Account Validation Type
☐ Domestic Account ☐ IBAN
☐ SWIFT/BIC

Account Type
Choose applicable bank account type

Bank Account Ownership? ☐ Legal Entity ☐ Individual

Bank Account Beneficiary Name
Enter Applicable Bank Account Beneficiary Name

Account Number
Enter Bank Account Number

Are the bank details provided for an Intermediary Bank? ☐ Yes ☐ No

Routing Number/ABA or Sort Code/IFSC/Other Bank Identifier
Enter applicable number

IBAN
IBAN

Swift Code/BIC (if applicable)
Swift Code/BIC (if applicable)

If your bank account is in another country than where your headquarters is located, please provide a reason
If your bank account is in another country than wi

Can this bank account receive foreign currencies? ☐ Yes ☐ No

Currency
Select applicable payment currency

Remittance Advice Contact Email Id
Select applicable Email for receipt of remittance advice

SSN or EIN # Associated with Name on Account:
SSN or EIN # Associated with Name on Account:

Deactivate Bank information?

Cancel Save

9. Bank Details will now be populated.

Home

Supplier

ICF

ACCOUNT

REFERENCE DOCUMENTS

Complete the supplier profile by providing all required details in the main views and their sub-views.

Search

Company

Address

Supplier Address Deactivation

Bank Details

Payment Terms

Environ Impact Sustainability

Capabilities

Supplier Note

Bank Details

Banking Document

Bank details-Acknowledgement

You are in System: ICF-North America under Facility: CP&-ICF-North America

Bank Details

Add New

Supplier Address	Bank Address Country	Account Validation Type	Account Type	Bank Account Owner	Actions
2481 Westwood Drive,...	United States	Domestic Account	Checking/Current	Legal Entity	Edit

Indicates mandatory

Banking Document

Add New

No Records Available

Indicates mandatory

Bank details- Acknowledgement

ICF's preferred payment method is via Electronic Funds Transfers. If you elect not to be paid by Electronic Funds Transfer, payment will be made in the format of a check/cheque and there may be a longer processing timeframe for you to receive settlement. Check this box only if you elect to be paid by check/cheque.

☐

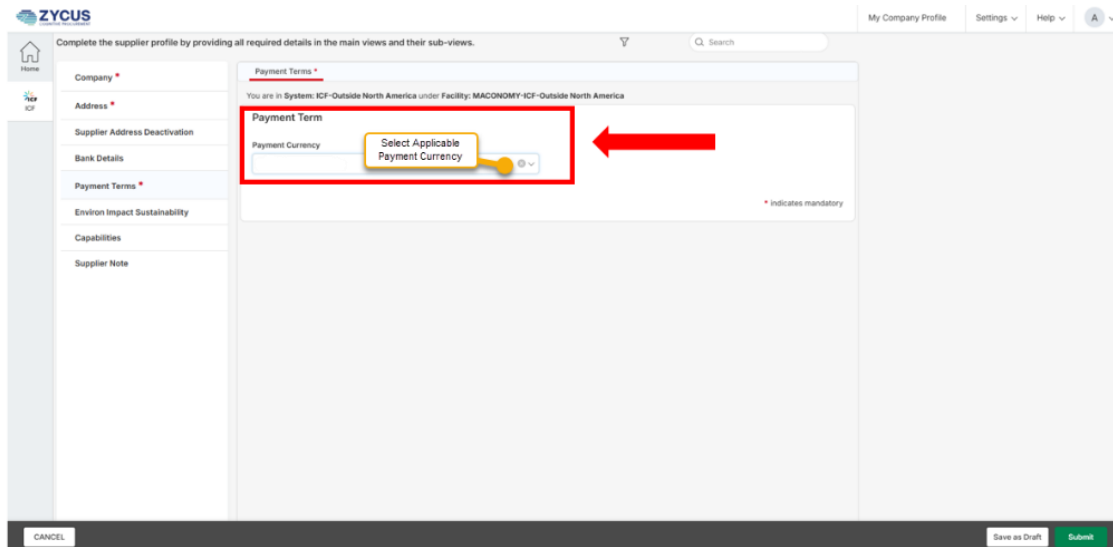
Indicates mandatory

CANCEL

Save as Draft

Submit

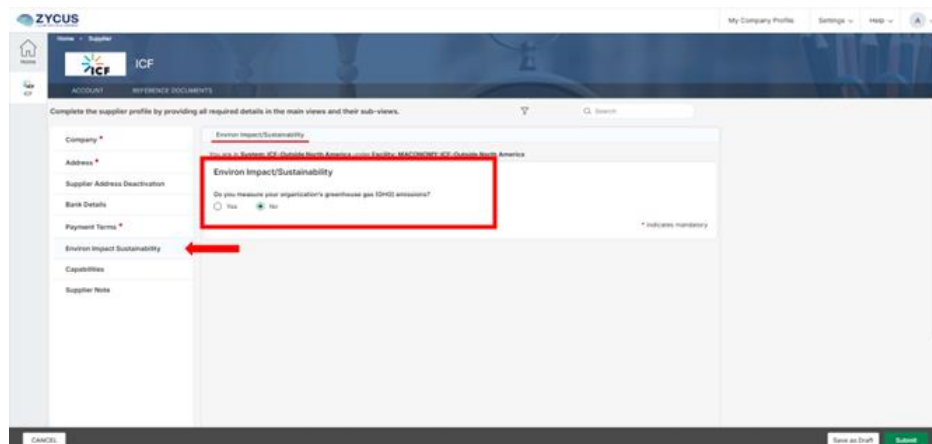
10. In the **Payment Terms** section, click the drop-down for **Payment Currency** and choose the applicable currency for payment.



The screenshot shows the ZYCUS Supplier Hub interface. On the left is a sidebar with navigation links: Home, ICF, Company, Address, Supplier Address Deactivation, Bank Details, Payment Terms (highlighted), Environ Impact Sustainability, Capabilities, and Supplier Note. The main content area is titled 'Payment Terms' and includes a sub-header 'You are in System: ICF-Outside North America under Facility: MACONDMY-ICF-Outside North America'. Below this, there is a 'Payment Term' section with a 'Payment Currency' dropdown menu. A red box highlights the dropdown menu, and a red arrow points to it. The dropdown menu is open, showing 'Select Applicable Payment Currency'. At the bottom of the page, there are buttons for 'CANCEL', 'Save as Draft', and 'Submit'.

11. Select **Environ Impact/Sustainability** and respond to the question: **Do you measure your organization's greenhouse gas (GHG) emissions?**

10.1 If the answer is no, click **No**.



The screenshot shows the ZYCUS Supplier Hub interface. On the left is a sidebar with navigation links: Home, ICF, ACCOUNT, REFERENCE DOCUMENTS, Company, Address, Supplier Address Deactivation, Bank Details, Payment Terms, Environ Impact/Sustainability (highlighted), Capabilities, and Supplier Note. The main content area is titled 'Environ Impact/Sustainability' and includes a sub-header 'You are in System: ICF-Outside North America under Facility: MACONDMY-ICF-Outside North America'. Below this, there is a question 'Do you measure your organization's greenhouse gas (GHG) emissions?' with two radio button options: 'Yes' and 'No'. A red box highlights the question and options. A red arrow points to the 'Environ Impact/Sustainability' section in the sidebar. At the bottom of the page, there are buttons for 'CANCEL', 'Save as Draft', and 'Submit'.

10.2 If the answer is yes, click **Yes**.

The screenshot shows the 'Environ Impact/Sustainability' subview of a supplier profile for 'Highspot, Inc.'. The left sidebar contains a list of subviews: Company, Address, Supplier Address Deactivation, Bank Details, Integration Information, Payment Terms, Environ Impact Sustainability (selected), Internal Notes, Capabilities, and Supplier Note. The main content area has tabs for 'Environ Impact/Sustainability', 'Environ Impact Sustainability', and 'Trustpair Bank Account Validation'. Below the tabs, it states 'You are in System: ICF-North America under Facility: CPx-ICF-North America'. The 'Environ Impact/Sustainability' section contains a mandatory question: 'Do you measure your organization's greenhouse gas (GHG) emissions?'. The 'Yes' radio button is selected and circled in red. Below this, there is explanatory text about ICF's reporting requirements. A red asterisk indicates that the question is mandatory.

12. A confirmation box will appear. Click **Proceed** to confirm response.

The confirmation dialog box has a title bar 'Confirm'. The main text reads 'Changes made may affect subview(s)' followed by 'Environ Impact Sustainability - Environ Impact Sustainability'. At the bottom, there are two buttons: 'Cancel' and 'Proceed'. The 'Proceed' button is highlighted with a red border.

13. If you clicked **Yes**, additional questions about **Environ Impact/Sustainability** will appear. Answer all applicable questions.

Home

ICF

ACCOUNT REFERENCE DOCUMENTS

Complete the supplier profile by providing all required details in the main views and their sub-views.

Search

Company *

Address *

Supplier Address Deactivation

Bank Details

Payment Terms *

Environ Impact Sustainability

Capabilities *

Supplier Note

Environ Impact/Sustainability Environ Impact Sustainability

You are in System: ICF-North America under Facility: CPx-ICF-North America

Environ Impact/Sustainability

Do you measure your organization's greenhouse gas (GHG) emissions?

☒ Yes ☐ No

* Indicates mandatory

Environ Impact/Sustainability

ICF must meet certain state, local, and commercial client reporting requirements regarding our third-party providers and suppliers. Your response is voluntary but improves our assessment. Please answer the following questions to help ICF understand your company's sustainability practices.

Do you measure Scope 1 Greenhouse Gas (GHG) emissions?

☐ Yes ☐ No

If yes, provide GHG emissions in metric tons of carbon dioxide equivalent (MTCO₂e) for Scope 1? ⓘ

If yes, provide GHG emissions in metric tons of carbon dioxide

Do you measure Scope 2 Greenhouse Gas (GHG) emissions?

☐ Yes ☐ No

If yes, provide GHG emissions in MTCO₂e for Scope 2? ⓘ

If yes, provide GHG emissions in MTCO₂e for Scope 2?

Do you measure Scope 3 Greenhouse Gas (GHG) emissions?

☐ Yes ☐ No

If yes, provide GHG emissions in MTCO₂e for Scope 3? ⓘ

If yes, provide GHG emissions in MTCO₂e for Scope 3?

Are your emissions verified by a third party?

☐ Yes ☐ No

If yes, describe the verification. ⓘ

If yes, describe the verification.

Do you report your GHG emissions externally to CDP (formerly the Carbon Disclosure Project) or in a corporate citizenship report or other sustainability reporting?

☐ Yes ☐ No

If yes, where do you report? Please provide the link(s) ⓘ

If yes, where do you report? Please provide the link(s)

Do you set Greenhouse Gas (GHG) reduction targets?

☐ Yes ☐ No

What is your company doing to achieve your Greenhouse Gas (GHG) targets?

What is your company doing to achieve your Greenhouse Gas

If yes, are your targets externally verified (e.g., Science Based Target initiative (SBTi) or another organization)?

☐ Yes ☐ No

If yes, describe the verification (e.g., well below 2 degrees C or 1.5 degrees C)

If yes, describe the verification (e.g., well below 2 degrees C)

If you have any more information on your environmental performance, governance processes, or additional sustainability initiatives you would like to share, please provide us a link to your website. Char(s) Left: 400

Would you like to attach additional documentation that highlights your company's sustainability efforts?

☐ Yes ☐ No

Comments

CANCEL Save as Draft Submit

14. Click **Capabilities**, enter the information, and click **Save**. You can add up to 10 entries.

The screenshot displays the ZYCUS ICF Supplier Hub interface. On the left sidebar, the 'Capabilities' option is highlighted with a red box and a red arrow pointing to it. The main content area shows a form titled 'Capabilities (add up to 10)'. This form is divided into two columns: 'High Level Capability' and 'Sub Level Capability'. The 'High Level Capability' field contains 'Professional Services-Financial Services' and the 'Sub Level Capability' field contains 'Financial Services'. Both fields are highlighted with a red box. Below these fields are dropdown menus for 'Country' and 'State/Province'. At the bottom of the form, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a green box. The background shows a blurred view of the supplier profile form.

- Click **Supplier Note** and add anything else you would like ICF to know. Add the date and your note. Click **Save** to close the dialog box.

Home

ICF

ACCOUNT REFERENCE DOCUMENTS

Complete the supplier profile by providing all required details in the main views and their sub-views.

Company *

Address *

Supplier Address Deactivation

Bank Details

Payment Terms *

Environ Impact Sustainability

Capabilities *

Supplier Note

Supplier Notes

You are in System: ICF-North America under Facility: CPx-ICF-North America

Supplier Notes

Add New

No Records Available

* Indicates mandatory

CANCEL Save as Draft Submit

Supplier Notes

Note Date

Note To Supplier Char(s) Left: 4000

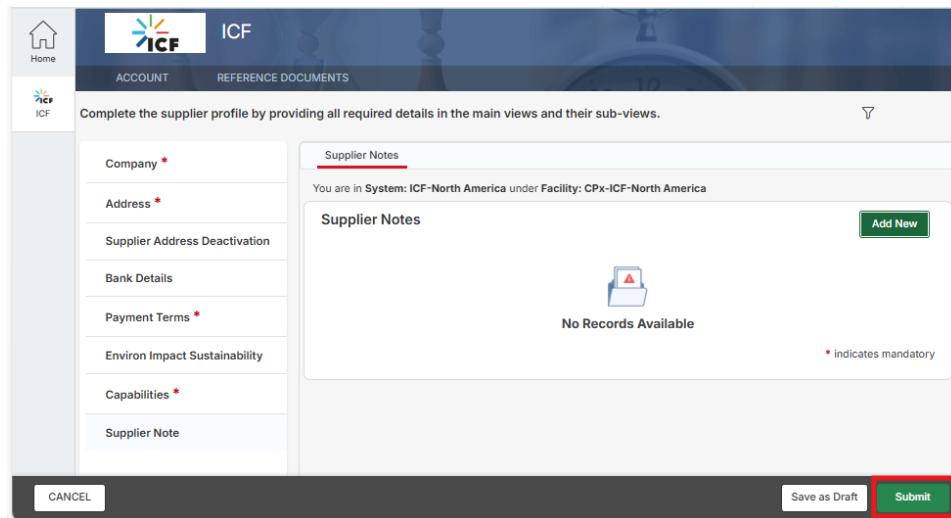
Comments

* Indicates mandatory

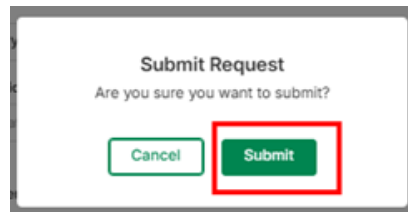
Cancel Save

CANCEL Save as Draft Submit

16. Click **Submit** to finalize.

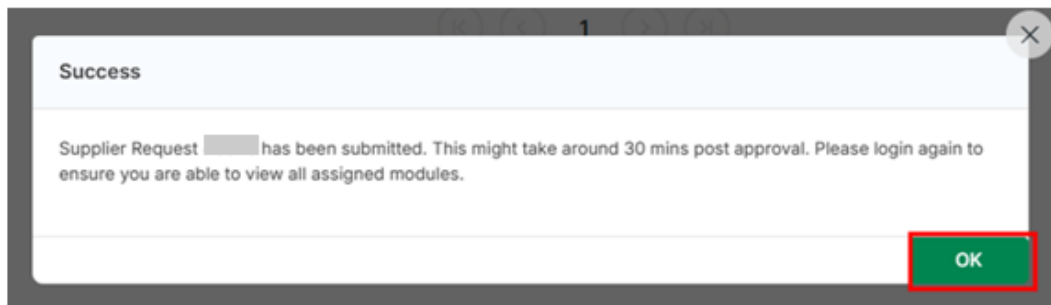


The screenshot shows the ICF Supplier Hub interface. On the left is a sidebar with a 'Home' icon and a list of profile sections: Company, Address, Supplier Address Deactivation, Bank Details, Payment Terms, Environ Impact Sustainability, Capabilities, and Supplier Note. The main area is titled 'Complete the supplier profile by providing all required details in the main views and their sub-views.' It features a 'Supplier Notes' section with a message: 'You are in System: ICF-North America under Facility: CPx-ICF-North America' and a note that 'No Records Available'. An 'Add New' button is present. At the bottom, there are three buttons: 'CANCEL', 'Save as Draft', and 'Submit' (highlighted with a red box).



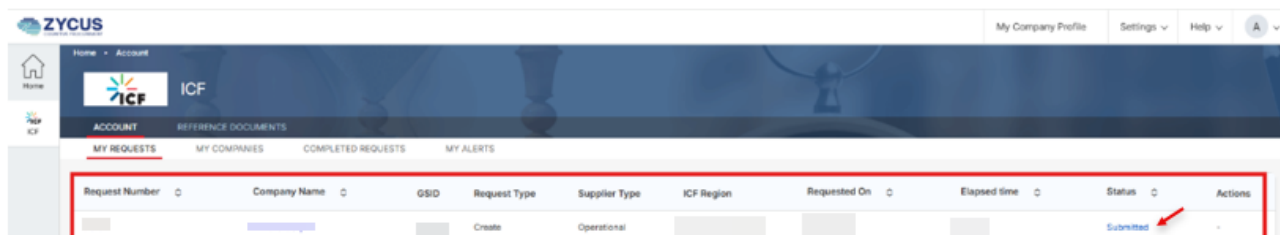
A modal dialog box titled 'Submit Request' with the text 'Are you sure you want to submit?'. It contains two buttons: 'Cancel' and 'Submit' (highlighted with a red box).

17. After clicking Submit, the screen below will appear. Click **OK**.



A modal dialog box with a 'Success' header. The text reads: 'Supplier Request [redacted] has been submitted. This might take around 30 mins post approval. Please login again to ensure you are able to view all assigned modules.' An 'OK' button is located at the bottom right (highlighted with a red box).

18. Confirm status is shown as **Submitted**.



The screenshot shows the Zycus ICF Supplier Hub dashboard. The top navigation bar includes 'Home', 'Account', 'My Company Profile', 'Settings', 'Help', and a user icon. The main content area has a sidebar with 'MY REQUESTS', 'MY COMPANIES', 'COMPLETED REQUESTS', and 'MY ALERTS'. The 'MY REQUESTS' section displays a table with the following columns: Request Number, Company Name, GS/D, Request Type, Supplier Type, ICF Region, Requested On, Elapsed time, Status, and Actions. The first row of data shows a request with a redacted number, 'XXXXXXXXXX' as the company name, 'Create' as the request type, 'Operational' as the supplier type, and 'Submitted' as the status (highlighted with a red box and an arrow). The 'Actions' column for this row contains a minus sign.

Request Number	Company Name	GS/D	Request Type	Supplier Type	ICF Region	Requested On	Elapsed time	Status	Actions
[Redacted]	XXXXXXXXXX		Create	Operational				Submitted	-