

→ ICF Supplier Hub: Potential to Operational Supplier Onboarding (Outside 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 the ZSN (admin@zycus.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



admin@zycus.com

2:26 PM (3 minutes ago)

to me ▾

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

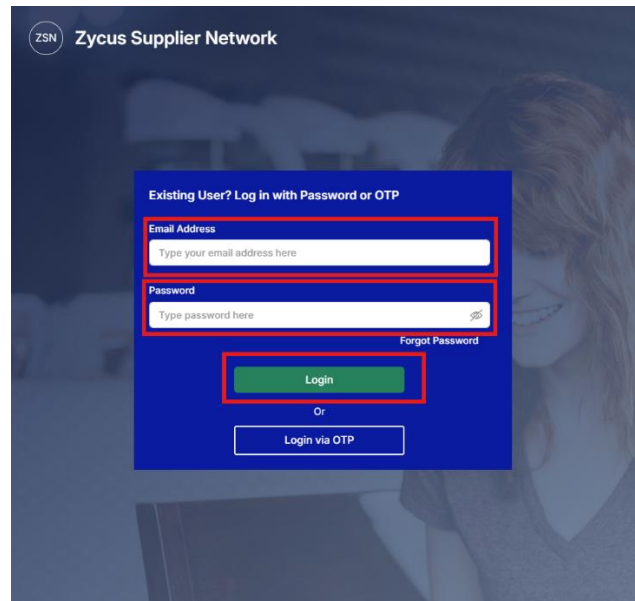
Customer/Client Name: ICF

Business Location: ICF-Outside North America

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

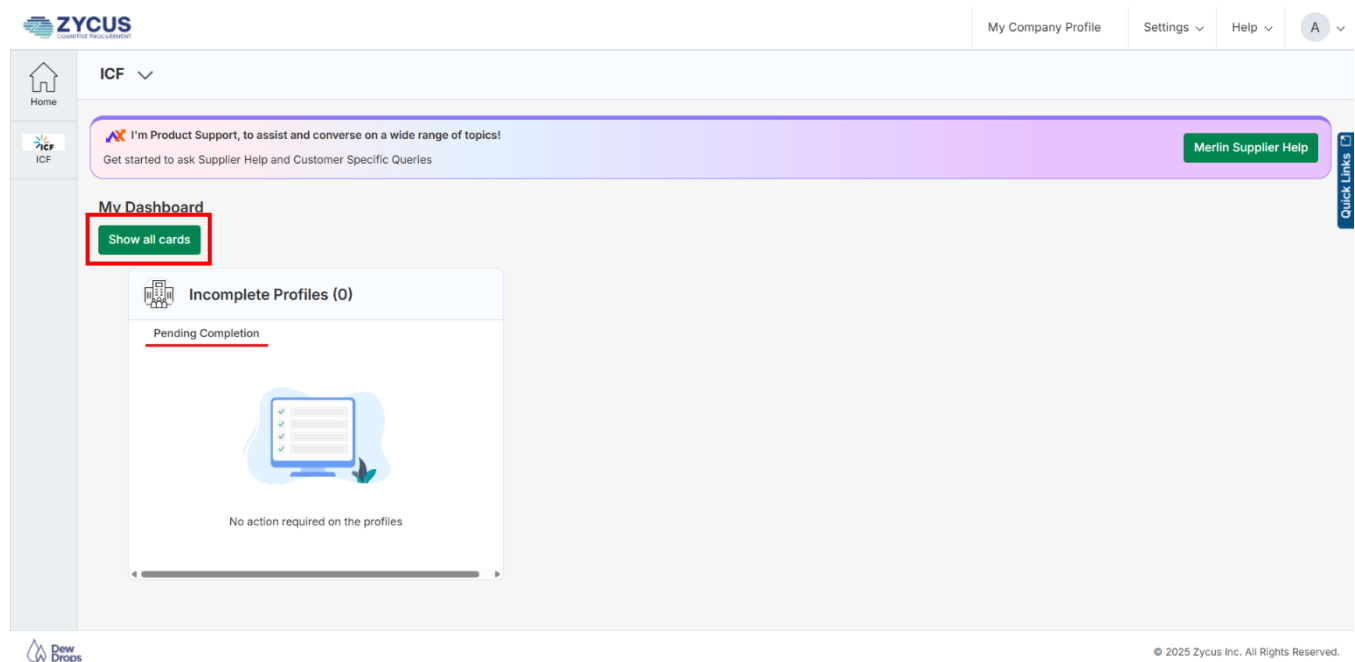
This is an automatically generated email, please do not reply.

2. 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, there is a header with the ZSN logo and the text 'Zycus Supplier Network'. Below this, a central blue box contains the login form. The form has a title 'Existing User? Log in with Password or OTP'. It includes two input fields: 'Email Address' with the placeholder text 'Type your email address here' and 'Password' with the placeholder text 'Type password here'. A 'Forgot Password' link is located to the right of the password field. Below the password field is a green 'Login' button, which is highlighted with a red rectangle. Underneath the 'Login' button is the text 'Or' and a 'Login via OTP' button.

3. 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 after a successful login. The top navigation bar includes the ZYCUS logo, a 'Home' button, and links for 'My Company Profile', 'Settings', 'Help', and a user profile icon. Below the navigation bar, there is 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. The main content area is titled 'My Dashboard' and features a green 'Show all cards' button, which is highlighted with a red rectangle. Below this button, there is a section titled 'Incomplete Profiles (0)' with a 'Pending Completion' status. This section contains a card with a checklist icon and the text 'No action required on the profiles'. The footer of the dashboard includes the Dew Drops logo and the copyright notice '© 2025 Zycus Inc. All Rights Reserved.'

- You will be directed to the **Supplier Requests** card on your dashboard. 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 | Requested On | |
| GSID # | -NA- | |
| Supplier's Name | APPROVED | |
| GSID | Requested On | |
| GSID # | 11/04/2025 | |
| Supplier's Name | APPROVED | |
| GSID | Requested On | |
| GSID # | 11/04/2025 | |
| 3 of 3 records | | View more |

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

- In the **Bank Details** section, click **Add New** to enter your bank information.

7. 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).
 - 7.1. Select the **Bank Address Country** in which the bank account is established.
 - 7.2. Note the following conditions based on the **Account Validation Type**:
 - **Domestic Account**: Enter values in the **Account Number** and **Routing Number/ABA or Sort Code/IFSC/Other Bank Identifier** fields.
 - **IBAN**: Enter values in the **IBAN** and **Swift Code/BIC** fields.
 - **SWIFT/BIC**: Enter values in the **Account Number** and **Swift Code/BIC** fields.
 - 7.3. Select **Checking** or **Savings** as the **Account Type**.
 - 7.4. Identify the **Bank Account Ownership**. This must be correctly identified to validate banking details by the Trustpair bank validation service.
 - 7.5. Choose the payment **Currency** that applies to this account.
 - 7.6. Select the email address to which remittance advice documents should be sent.
Note that only email addresses added in the **Contact Details** sub view can be selected.
 - 7.7. Answer: **Do you require an intermediary bank?**
8. Check all entries to ensure accuracy and avoid processing delays and click **Save**.

Bank Details

Supplier Address *

Supplier Address

Bank Address Country *

Bank Address Country

Account Validation Type * ⓘ

☒ Domestic Account
 ☐ IBAN
 ☐ SWIFT/BIC

Account Type * ⓘ

Account Type

Bank Account Ownership? * ⓘ

☒ Legal Entity
 ☐ Individual

Bank Account Beneficiary Name

Bank Account Beneficiary Name

Account Number

Account Number

Routing Number/ABA or Sort Code/IFSC/Other Bank Identifier ⓘ

Routing Number/ABA or Sort Code/IFSC/Other Ba

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 wf

Can this bank account receive foreign currencies?

☐ Yes
 ☐ No

Currency

AUD- Australian Dollar ⓘ

Remittance Advice Contact Email Id

Remittance Advice Contact Email Id

SSN or EIN # Associated with Name on Account:

SSN or EIN # Associated with Name on Account:

Deactivate Bank information?

☐

Do you require an intermediary bank? ⓘ

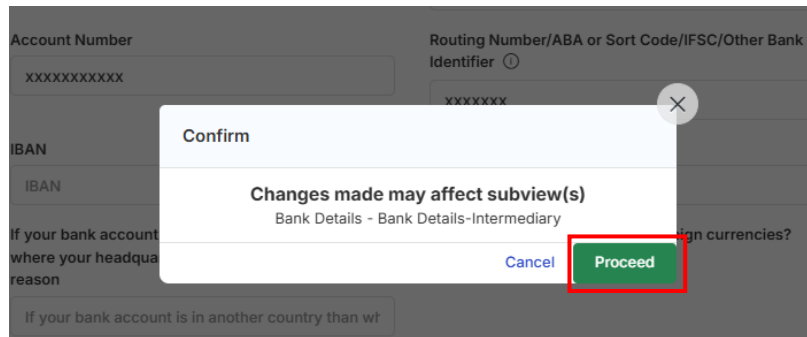
☐ Yes
 ☐ No

* Indicates mandatory

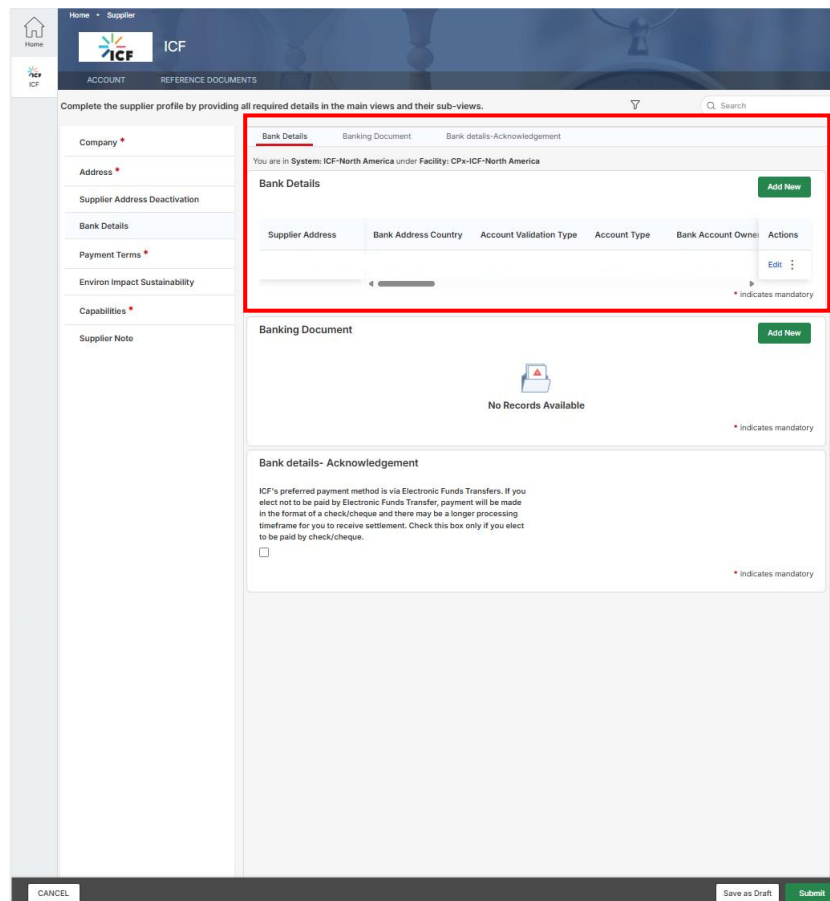
Cancel

Save

- 8.1. If you select **Yes** for **Do you require an intermediary bank?** A confirmation box will appear. Click **Proceed**.



9. **Bank Details** will now be populated.



9.1. If you selected **Yes** for **Do you require an intermediary bank?** The **Bank Details – Intermediary** sub view will appear. Click **Add New**.

The screenshot shows the ZYCUS ICF Supplier Hub interface. The left sidebar contains navigation links: Home, Company, Address, Supplier Address Deactivation, Bank Details, Environ Impact Sustainability, Capabilities, and Supplier Note. The main content area has three tabs: Bank Details, Bank Details-Intermediary, and Banking Document. The 'Bank Details' tab is active, showing a table with columns: Supplier Address, Bank Address Country, Account Validation Type, Account Type, Bank Account Ownership?, and Actions. A red box highlights the 'Bank Details-Intermediary' sub-view, which contains an 'Add New' button and a message 'No Records Available'. Below this is the 'Banking Document' section, also with an 'Add New' button and 'No Records Available' message. A legend at the bottom right indicates that an asterisk (*) denotes mandatory fields.

10. Enter **Bank Details-Intermediary** and click **Save**.

The screenshot shows the 'Bank Details-Intermediary' form. The form is highlighted with a red box and contains the following fields: Supplier Address (mandatory), Bank Address Country (mandatory), Bank Account Beneficiary Name, IBAN, Swift Code/BIC (if applicable), Account Number, Routing Number/ABA or Sort Code/IFSC/Other Bank Identifier, and Currency (mandatory). A legend at the bottom right indicates that an asterisk (*) denotes mandatory fields. At the bottom right of the form, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box.

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

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

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

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

The screenshot shows the 'Environ Impact/Sustainability' section of the ZYCUS ICF Supplier Hub. The left sidebar contains a menu with items: Company, Address, Supplier Address Deactivation, Bank Details, Payment Terms, Environ Impact Sustainability, 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: MACONOMY-ICF-Outside North America'. Below this, there is a question: 'Do you measure your organization's greenhouse gas (GHG) emissions?'. There are two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected. A red box highlights the question and the 'No' radio button. A red arrow points to the 'Environ Impact Sustainability' menu item in the sidebar. At the bottom of the page, there are buttons for 'CANCEL', 'Save as Draft', and 'Submit'.

- 12.2. If the answer is yes, click **Yes** and additional questions will appear.

The screenshot shows the 'Environ Impact/Sustainability' form in the ICF Supplier Hub. On the left is a sidebar with navigation links: 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 a header 'Environ Impact/Sustainability' and a sub-header 'You are in System: ICF-North America under Facility: CPx-ICF-North America'. Below this is a question: 'Do you measure your organization's greenhouse gas (GHG) emissions?' with radio buttons for 'Yes' and 'No'. The 'Yes' radio button is selected and circled in red. To the right of the question is a note: '* indicates mandatory'. Below the question is a section titled 'Environ Impact/Sustainability' with a paragraph of text: '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 you company's sustainability practices.'

13. 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 right are two buttons: 'Cancel' and 'Proceed'. The 'Proceed' button is highlighted with a red border.

14. 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

Comments

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

☐ Yes ☐ No

CANCEL Save as Draft Submit

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

The screenshot shows the ICF Supplier Hub interface. On the left sidebar, the 'Capabilities' link is highlighted with a red box, and a red arrow points to it. A modal window titled 'Capabilities (add up to 10)' is open, displaying the following fields: 'High Level Capability' (Professional Services-Financial Services), 'Sub-Level Capability' (Financial Services), 'Country', 'Region', and 'State/Province'. The 'Save' button at the bottom right of the modal is highlighted in green.

16. Click **Supplier Note** and add anything else you would like ICF to know. Enter the **Note Date** and your note. Click **Save**.

The screenshot shows the ICF Supplier Hub interface. On the left sidebar, the 'Supplier Note' link is highlighted with a red box. The main content area displays 'No Records Available' with an 'Add New' button highlighted in green.

The screenshot shows the ICF Supplier Hub interface. A modal window titled 'Supplier Notes' is open, displaying the following fields: 'Note Date', 'Note To Supplier', and 'Comments'. The 'Note Date' field is highlighted with a red box, and the 'Note To Supplier' field is also highlighted with a red box. The 'Save' button at the bottom right of the modal is highlighted in green.

17. Click **Submit** to finalize.

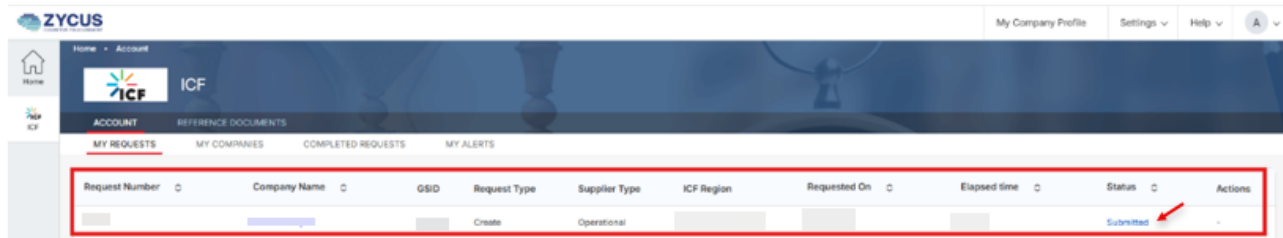
The screenshot shows the 'Company Details' form in the ZYCUS ICF Supplier Hub. The form is divided into several sections: 'Company Details', 'Legal Entity Information', 'Tax Details', and 'Bank Details'. The 'Company Details' section includes fields for 'Global Supplier Identifier', 'Legal Name', 'Legal Structure', 'Legal Entity Registration Country', 'DUNS Number', 'Unique Entity Identifier', and 'Company Establishment Date'. The 'Legal Entity Information' section includes fields for 'Legal Name', 'Legal Entity Registration Country', 'Unique Entity Identifier', and 'Company Establishment Date'. The 'Tax Details' section includes fields for 'Tax ID Format' (US Federal Tax ID or US Social Security Number) and 'Tax ID'. The 'Bank Details' section includes fields for 'Bank Name', 'Bank Address', 'Bank City', 'Bank State', 'Bank Zip', 'Bank Country', 'Bank Account Number', and 'Bank Routing Number'. A red arrow points to the 'Submit' button at the bottom right of the form.

The screenshot shows a 'Submit Request' confirmation dialog box. The text inside the dialog reads: 'Submit Request' followed by 'Are you sure you want to submit?'. There are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red border.

18. After clicking **Submit**, click **OK**.

The screenshot shows a 'Success' message dialog box. The text inside the dialog reads: 'Success' followed by '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.' There is an 'OK' button at the bottom right, which is highlighted with a red border.

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



The screenshot shows the ZYCUS ICF Supplier Hub interface. The top navigation bar includes the ZYCUS logo, a 'Home' link, and user options like 'My Company Profile', 'Settings', and 'Help'. The main header area displays the ICF logo and the text 'ICF'. Below this, a secondary navigation bar contains tabs for 'ACCOUNT', 'REFERENCE DOCUMENTS', 'MY REQUESTS', 'MY COMPANIES', 'COMPLETED REQUESTS', and 'MY ALERTS'. The 'MY REQUESTS' tab is currently selected. A table below the tabs displays a list of requests. The table has columns for Request Number, Company Name, GSID, Request Type, Supplier Type, ICF Region, Requested On, Elapsed time, Status, and Actions. A single request is listed with a status of 'Submitted', which is highlighted by a red arrow.

| Request Number | Company Name | GSID | Request Type | Supplier Type | ICF Region | Requested On | Elapsed time | Status | Actions |
|----------------|--------------|------|--------------|---------------|------------|--------------|--------------|-----------|---------|
| | | | Create | Operational | | | | Submitted | - |