

## → ICF Supplier Hub: Update Operational Supplier Profile

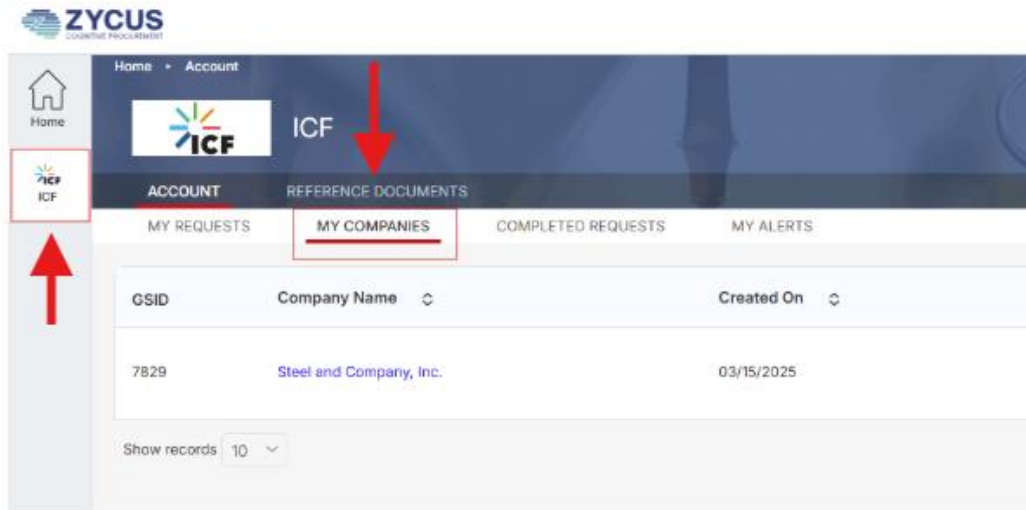


**Purpose:** This document outlines the process for an Operational Supplier to update their company and contact information on the ICF Supplier Hub through the Zycus Supplier Network (ZSN).

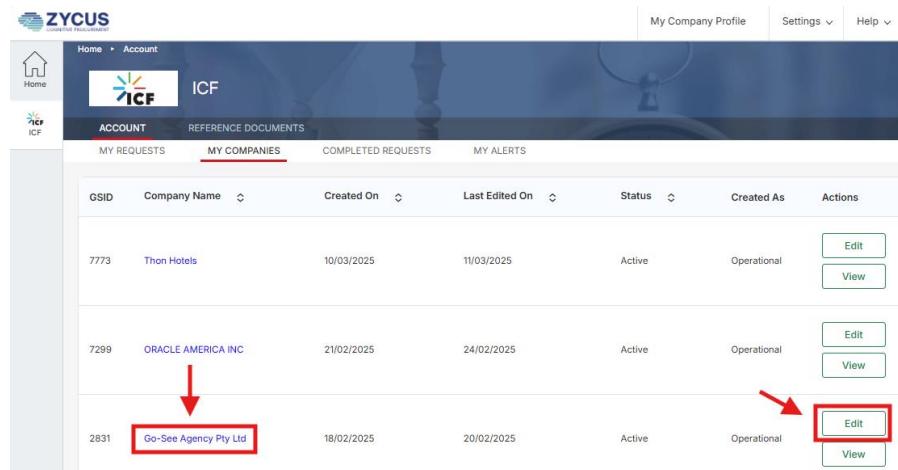
1. Navigate to the ICF Supplier Hub through the ZSN platform (<https://dewdrops.zycus.com/zsp/guest/genericRegister/ICF225>), enter your login credentials in the designated fields and click **Login**.

A screenshot of the Zycus Supplier Network login interface. The background is a dark blue gradient with a faint image of a smiling woman. At the top left is the ZSN logo. The main heading is 'Existing User? Log in with Password or OTP'. Below this are two input fields: 'Email Address' with the placeholder 'Type your email address here' and 'Password' with the placeholder 'Type password here' and a toggle icon. To the right of the password field is a 'Forgot Password' link. Below the password field is a green 'Login' button. Below the 'Login' button is the text 'Or' and a 'Login via OTP' button.

- Click on the **ICF** icon on the side bar and then click on the **MY COMPANIES** tab.



- Find the company that needs to be updated and click **Edit** on that line to edit details like company details, address, bank details, payment terms, and sustainability.



This example demonstrates how to update the Head Quarter's address.

1. Click **Address**.
  - a. The **Associated Address(es)** screen lists all applicable addresses entered by the supplier. Find the address requiring an update and click **Edit**.

The screenshot shows the ZYCUS ICF Supplier Hub interface. On the left sidebar, the 'Address' menu item is highlighted with a red box. The main content area displays the 'Associated Address(es)' screen. A table lists the addresses, with the 'Head Quarter Address' row having its 'Edit' button highlighted with a red box. The table has columns for 'Select Legal/DBA supplier name', 'Address ID', 'Account Group', 'Address', 'Phone', and 'Actions'.

2. Edit the information and click **Save**.

The screenshot shows the 'Associated Address(es)' form. It contains fields for 'Select Legal/DBA supplier name' (Go-See Agency Pty Ltd), 'Account Group' (Head Quarter Address(HQ), Ordering Add), 'Address 1' (2 the street), 'Address 2' (Address 2), 'Address 3' (Address 3), 'PO Box Number' (PO Box Number), 'Country' (Australia), 'State' (Not Applicable/Others), 'City' (Sydney), 'Zip / Postal Code' (23457), 'Phone' (1245790-7654), 'Phone Extension' (Phone Extension), 'Fax' (Fax), and 'Fax Extension' (Fax Extension). The 'Address 1' field is highlighted with a red box. At the bottom right, the 'Save' button is highlighted with a red box.

- Click **OK** to confirm the address change.

**Confirm**  
Address change will impact other views

Cancel

OK

- When all changes have been made, click **Submit**.

The screenshot shows the ZYCUS ICF Supplier Hub interface. The top navigation bar includes the ZYCUS logo, a home icon, and links for 'My Company Profile', 'Settings', 'Help', and a user profile. The main content area is titled 'Complete the supplier profile by providing all required details in the main views and their sub-views.' It features a sidebar with various profile sections like 'Company', 'Address', 'Bank Details', etc. The main view is 'All Locations' with a sub-view 'Contact Details'. It displays a table of 'Associated Address(es)' with columns for 'Select Legal/DBA supplier name', 'Address ID', 'Account Group', 'Address', 'Phone', and 'Actions'. The table contains one entry for 'Go-See Agency Pty LL...'. At the bottom right, the 'Submit' button is highlighted with a red border.

Select Legal/DBA supplier name	Address ID	Account Group	Address	Phone	Phone	Actions
Go-See Agency Pty LL...	-	Remit To Address (RT...	4956 the street, Syd...	1245790-7654	-	Edit

- Click **Submit** again to confirm.

**Submit Request**  
Are you sure you want to submit?

Cancel

Submit

6. Under the **MY REQUESTS** tab, view the **Request Number** and **Status** to track your request.

The screenshot shows the ZYCUS ICF Supplier Hub interface. The 'MY REQUESTS' tab is selected. A table lists requests with columns: Request Number, Company Name, GSID, Request Type, Supplier Type, ICF Region, Requested On, Elapsed time, Status, and Actions. The first row shows a request with Request Number 48016, Company Name Go-See Agency Pty Ltd, GSID 2831, Request Type Edit, Supplier Type Operational, ICF Region ICF-Outside North America, Requested On 31/03/2025, Elapsed time 3 Days 21:25, and Status Pending Approval. Red boxes highlight the 'Request Number' and 'Status' columns, with red arrows pointing to them.

Request Number	Company Name	GSID	Request Type	Supplier Type	ICF Region	Requested On	Elapsed time	Status	Actions
48016	Go-See Agency Pty Ltd	2831	Edit	Operational	ICF-Outside North America	31/03/2025	3 Days 21:25	Pending Approval	

7. Once the changes have been verified and approved by ICF, the company information will no longer be displayed under the **MY REQUESTS** tab. If the company is still showing, then the updated information is in the process of being verified.

The screenshot shows the ZYCUS ICF Supplier Hub interface. The 'MY REQUESTS' tab is selected and highlighted with a red box. The table structure is the same as in the previous screenshot, but no specific data row is highlighted.

Request Number	Company Name	GSID	Request Type	Supplier Type	ICF Region	Requested On	Elapsed time	Status	Actions
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8. View the company name and approved changes under the **MY COMPANIES** tab.

The screenshot shows the ZYCUS ICF Supplier Hub interface. The 'MY COMPANIES' tab is selected and highlighted with a red box. A table lists companies with columns: GSID, Company Name, Created On, Last Edited On, Status, Created As, and Actions. The first row shows a company with GSID 7773, Company Name Thon Hotels, Created On 10/03/2025, Last Edited On 11/03/2025, Status Active, and Created As Operational. The second row shows a company with GSID 7299, Company Name ORACLE AMERICA INC, Created On 21/02/2025, Last Edited On 24/02/2025, Status Active, and Created As Operational. The third row shows a company with GSID 2831, Company Name Go-See Agency Pty Ltd, Created On 18/02/2025, Last Edited On 20/02/2025, Status Active, and Created As Operational. Red boxes highlight the 'MY COMPANIES' tab and the third row of the table.

GSID	Company Name	Created On	Last Edited On	Status	Created As	Actions
7773	Thon Hotels	10/03/2025	11/03/2025	Active	Operational	<a href="#">Edit</a> <a href="#">View</a>
7299	ORACLE AMERICA INC	21/02/2025	24/02/2025	Active	Operational	<a href="#">Edit</a> <a href="#">View</a>
2831	Go-See Agency Pty Ltd	18/02/2025	20/02/2025	Active	Operational	<a href="#">Edit</a> <a href="#">View</a>