

→ ICF Supplier Hub: Update Operational Supplier Profile



Purpose: This document outlines the process for an Operational Supplier to update their company and contact information in 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**.

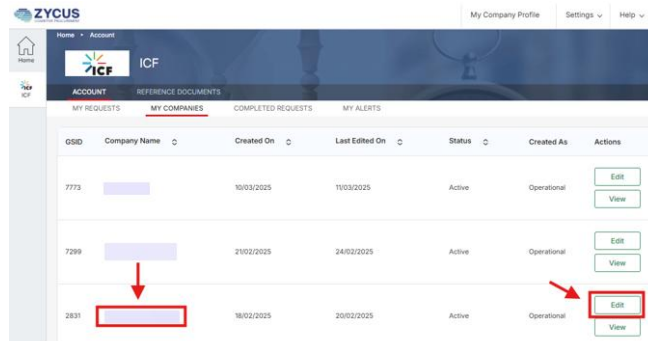
A screenshot of the Zycus Supplier Network login page. The page has a dark blue background with a woman's face in the background. At the top left, there is a 'ZSN' logo and the text 'Zycus Supplier Network'. The main content is a white box with a blue border containing the following elements:

- A heading: 'Existing User? Log in with Password or OTP'
- An 'Email Address' field with a placeholder 'Type your email address here'.
- A 'Password' field with a placeholder 'Type password here' and a small eye icon to toggle visibility.
- A link: 'Forgot Password'.
- A green 'Login' button.
- The word 'Or'.
- A white 'Login via OTP' button.

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

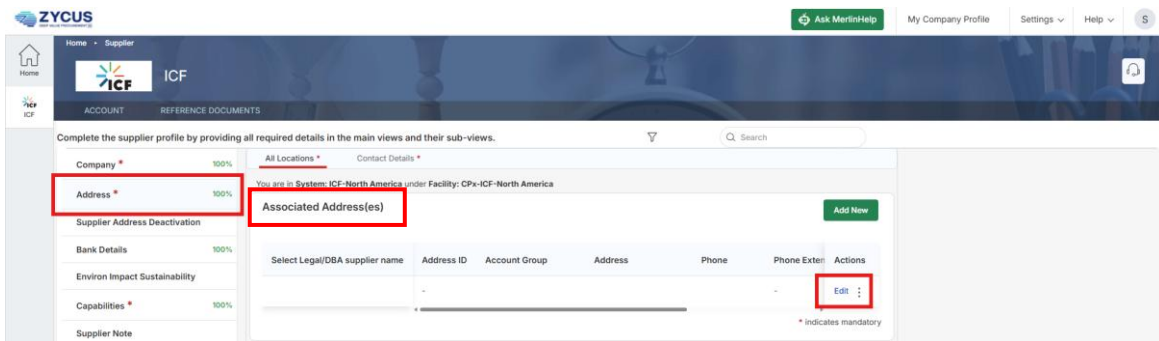
A screenshot of the Zycus Supplier Network dashboard. At the top left, there is a 'ZYCUS' logo and the text 'ACCOUNT MANAGEMENT'. Below the logo, there is a navigation bar with 'Home' and 'Account' tabs. The main content area has a dark blue header with the 'ICF' logo and the text 'ICF'. Below this, there is a navigation bar with 'ACCOUNT' and 'REFERENCE DOCUMENTS' tabs. The 'ACCOUNT' tab is active, and it has sub-tabs: 'MY REQUESTS', 'MY COMPANIES', 'COMPLETED REQUESTS', and 'MY ALERTS'. The 'MY COMPANIES' sub-tab is selected. Below the sub-tabs, there is a table with the following columns: 'OSID', 'Company Name', and 'Created On'. The table contains one row with the following data: OSID: 7829, Company Name: Steel and Company, Inc., Created On: 03/15/2025. At the bottom left, there is a 'Show records' dropdown menu set to '10'. Red arrows point to the 'ICF' icon in the side bar and the 'MY COMPANIES' tab.

3. Find your company name 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 Headquarters address.

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



- 2. Edit the applicable address information and click **Save**. In this example, an edit needs to be made to the **Address 1** information.

Associated Address(es)

Select Legal/DBA supplier name * Account Group *
Head Quarter Address(HQ), Ordering Addi

Address 1 * Address 2
2 the street Address 2

Address 3 PO Box Number
Address 3 PO Box Number

Country * State *
State

City * Zip / Postal Code *
City

Phone * Phone Extension
Phone Extension

Fax Fax Extension
Fax

* Indicates mandatory

Cancel Save

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

Confirm

Address change will impact other views

Cancel OK

- 4. After all changes have been made, click **Submit**.

ZYCUS ICF

Ask Me! Help My Company Profile Settings Help

Home Supplier

ACCOUNT REFERENCE DOCUMENTS

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

Company * 100% All Locations * Contact Details *
You are in System: ICF-North America under Facility: CPX-ICF-North America

Address * 100%

Supplier Address Deactivation

Bank Details 100%

Environ Impact Sustainability

Capabilities * 100%

Supplier Note

Associated Address(es) Add New

Select Legal/DBA supplier name	Address ID	Account Group	Address	Phone	Phone Ext	Actions
						Edit

* Indicates mandatory

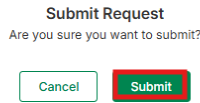
Showing Contact Details for All Locations Add New

For Address	Contact Id	Contact Type	First Name	Middle Name	Last Name	Title	Actions
							Edit

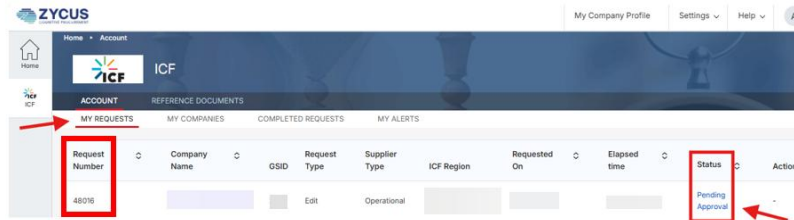
* Indicates mandatory

CANCEL Save as Draft Submit

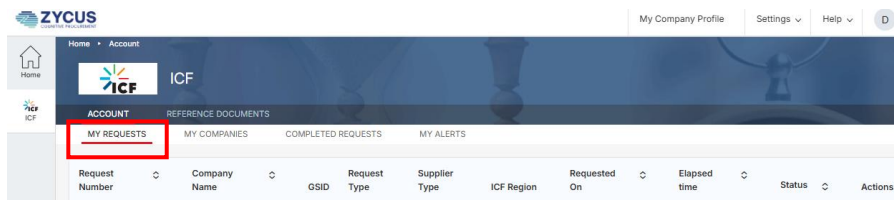
5. Click **Submit** again to confirm.



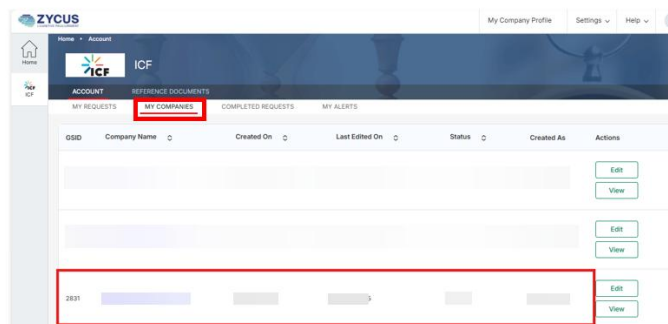
6. Under the **MY REQUESTS** tab, view the **Request Number** and **Status** to track your request.



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.



8. View the company name and approved changes under the **MY COMPANIES** tab.



Additional job aids on how to complete your details can be found here: [ICF Supplier Hub user guides and FAQs | ICF](#).