



ICF Supplier Hub on the Zycus Supplier Network (ZSN)

ICF & Zycus



ICF Supplier Hub/ZSN - Webinar

Introduction

Demo

1. Registering in Zycus Supplier Network (ZSN)
2. Logging into ZSN
3. Adding/Updating Supplier Information
4. Managing Supplier Profile
5. Managing Supplier Point of Contact (SPOC)

Help and Next Steps

1. Help Videos in the ZSN
2. Merlin Help
3. ICF Resources



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Introduction

On May 15, 2025, ICF migrated to an automated Source-to-Pay platform, ICF Supplier Hub, through the Zycus Supplier Network (ZSN) to improve supplier engagement processes and user experience. The initial rollout of the ICF Supplier Hub will impact the global Supplier Registration and Onboarding processes.

Benefits of the ICF Supplier Hub

- ✓ No supplier fees to participate on the Zycus Supplier Network
- ✓ Online, self-service maintenance of your company profile, documentation and certifications, sustainability metrics, and payment information
- ✓ Online communication, traceability, and history of communication with ICF
- ✓ Ability to register your company's capabilities in a searchable database for consideration of future work
- ✓ Reduction in paper, manual data processing, and lost paperwork
- ✓ Early identification and correction of errors in registration data
- ✓ Improvement in data processing accuracy and efficiency



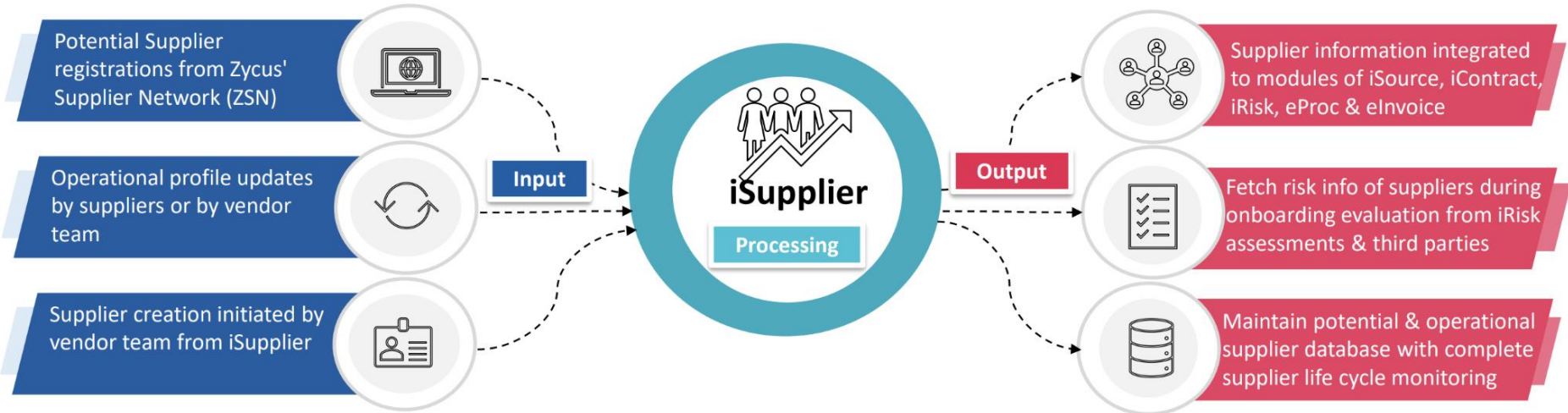
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Introduction

The ICF Supplier Hub is accessed through the Zycus Supplier Network (ZSN) and is a web-based platform that will streamline and simplify the source-to-pay process for our suppliers.




Supplier Management - iSupplier



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Login Page


Zycus Supplier Network

Existing User? Log in with Password or OTP

1

Email Address


Password

Forgot Password

Login

Or

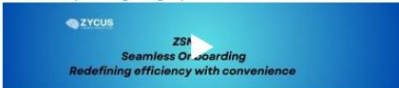
Login via OTP


ICF
Zycus Network

2

English (US) Englis...

3

Need help in signing up?


4

New User? Register
Email Address

Password

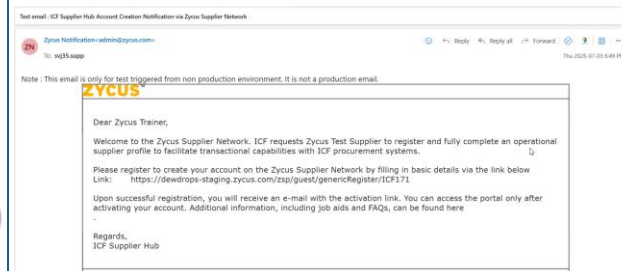
Confirm Password

Please Answer
1 + 0 =
☐ I accept [Terms and Conditions](#)
Register

Registration/Login Form:

1. Login section for existing users
2. Language preferences (French, German, Spanish, English)
3. Video to help sign up as a new user
4. Registration details for new users

Please **do not** register until you have received the invitation from Zycus:



The one-time-password (OTP) will expire after **10 minutes**.



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Update Supplier Profile

ZYCUS COUNTRY PROCUREMENT

1 **My Company Profile** Settings Help Z

Home

My Company Profile

Sr. No.	My Companies	My Customers	Actions
1	Zycus Infotech Pvt Ltd (Training)	ICF	2 Edit

Select ICF Region For Zycus Infotech Pvt L...

Search

ICF Region	Status
ICF-North America	Active
ICF-North America	Active

Cancel **Edit**

ZYCUS COUNTRY PROCUREMENT

Ask MerlinHelp My Company Profile Settings Help Z

Home Supplier

ICF

ACCOUNT REFERENCE DOCUMENTS

Complete the supplier profile by providing all required details in the main views and their sub-views. 5 & 6

4

Company *

Address *

Supplier Address Deactivation

Bank Details

Payment Terms *

Environ Impact Sustainability

Capabilities *

Supplier Note

Company Details * Doing Business with ICF * Type of LLC Company Detail-Sole Proprietor

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

Company Details

Global Supplier Identifier * 8483 Legal Name * Zycus Infotech Pvt Ltd (Training)

Legal Structure * (i) Limited Liability Company (LLC) Legal Entity Registration Country? (i) United States

DUNs Number (i) Unique Entity Identifier

DUNs Number Yes No

CANCEL Save as Draft **Submit** 7

To Update Your Information:

1. Click **My Company Profile**
2. Click **Edit** next to **Company Name**
3. Select the **ICF Region** and click **Edit**
4. Select **Sections** as needed
5. Select **Subsections** as needed
6. Update information
- 7(a). Click **Save as Draft** to come back and make changes
- 7(b). Click **Submit** to send response to ICF Team



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Add and Manage Supplier Point of Contact

- To Add and Manage Supplier POC:
1. Click **Address**

2. Click **Contact Details**

3. Click **Add New**

4. Click **Edit**

Company *

Address *

Supplier Address Deactivation

Bank Details

Payment Terms *

Environ Impact Sustainability

Capabilities *

Supplier Note

All Locations *Contact Details *

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

Associated Address(es)

Add New

Select Legal/DBA supplier name	Address ID	Account Group	Address	Phone	Phone Extension	Actions
Zycus Infotech Pvt L...	-	Head Quarter Address...	Priceton, Princeton,...	123456789	-	Edit

* indicates mandatory

Showing Contact Details for All Locations

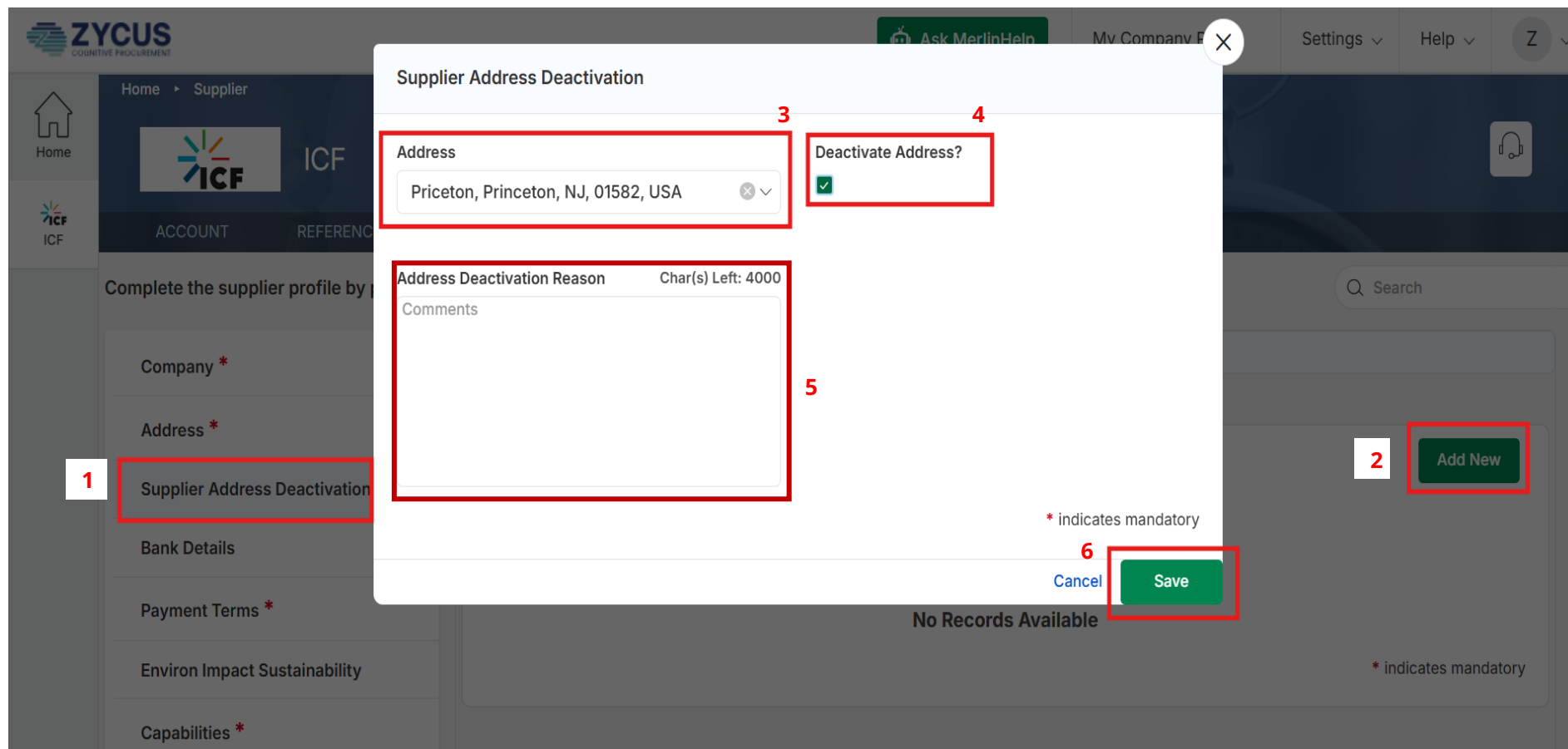
Add New

For Address	Contact Id	Contact Type	First Name	Middle Name	Last Name	Title	Email	Actions
(HQOART)Priceton, Pr...	-	Other	Zycus	-	Trainer	Trainer	svj21.sup@zycus	Edit

* indicates mandatory

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Supplier Address Deactivation



Supplier Address Deactivation

Address: Priceton, Princeton, NJ, 01582, USA

Deactivate Address? ☒

Address Deactivation Reason Char(s) Left: 4000

Comments

* indicates mandatory

Cancel Save

No Records Available

* indicates mandatory

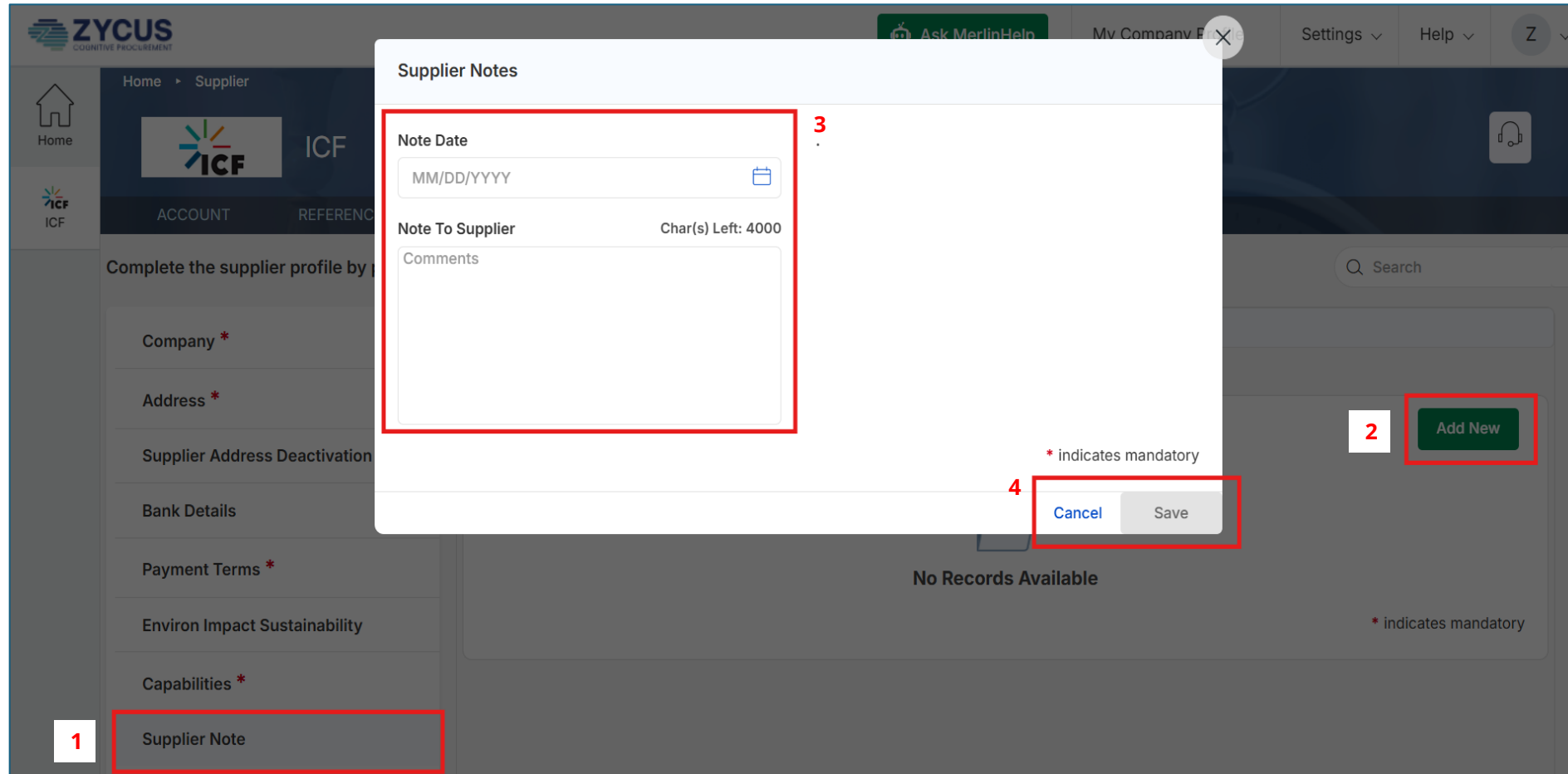
To Deactivate Supplier Address:

1. Navigate to **Supplier Address Deactivation**
(to view or add deactivation request)
2. **Add New** (to deactivate address)
3. Select **Address** to deactivate
4. Check **Deactivate Address?**
5. Add **Address Deactivation Reason**
6. Click **Save**

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Supplier Note

The **Supplier Note** section is used by the ICF Supplier Setup Team to provide detailed instructions or information that exceed the standard comment limit. Suppliers can also use this section to respond or ask questions to the ICF Supplier Setup Team.



The screenshot displays the ICF Supplier Hub interface. On the left sidebar, the 'Supplier Note' section is highlighted with a red box and labeled with a red '1'. The main content area shows a 'Supplier Notes' modal form. The form has a title bar 'Supplier Notes' and a close button. It contains two main sections: 'Note Date' with a text input field showing 'MM/DD/YYYY' and a calendar icon, and 'Note To Supplier' with a large text area labeled 'Comments' and a character count 'Char(s) Left: 4000'. A red box around the entire form is labeled with a red '3'. At the bottom of the modal, there are 'Cancel' and 'Save' buttons, with a red box around them labeled with a red '4'. A legend indicates that an asterisk (*) denotes mandatory fields. In the background, the 'Add New' button is highlighted with a red box and labeled with a red '2'.

To Add Supplier Notes:

1. Navigate to **Supplier Note** section (to view or add any queries)
2. Click **Add New** (to add notes)
3. Add **Note Date** and **Note To Supplier**
4. Click **Save**



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Capabilities

1 Capabilities *

2 Capabilities (add up to 10) * Business Certifications

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

3 Add New

High Level Capability	Sub Level Capability	Continent	Region	Country	State	Actions
Human Resources-Huma...	Human Resources	North America	North America	United States of Ame...	New J	4 Edit

* indicates mandatory

Business Certifications

Add New

Certification Type	Certificate	Actions
ISO 27001 Certificat...	Screenshot 2025-04-0...	Edit

* indicates mandatory

5 Capabilities (add up to 10)

High Level Capability * Human Resources-Human Resources

Sub Level Capability * Human Resources

Continent North America

Region North America

Country United States of America

State/Province New Jersey

Provide any comments based on your selection

6 Cancel Save

* indicates mandatory

To Add Capabilities:

1. Click the **Capabilities** section
2. Click **Capabilities (add up to 10)**
3. Click **Add New**
4. Click **Edit**
5. Add details
6. Click **Save**

The **Capabilities** section in the ICF Supplier Hub is used to refer to the core functions a supplier utilizes to deliver its expertise and achieve its objectives. These capabilities represent what the organization does, not how it is done. Any information added here will not impact existing or upcoming opportunities or business between ICF and suppliers.



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Accessing an In-Progress Request

1

ACCOUNT		REFERENCE DOCUMENTS									
2	MY REQUESTS	MY COMPANIES		COMPLETED REQUESTS			MY ALERTS				
Request Number	Company Name	GSID	Request Type	Supplier Type	ICF Region	Requested On	Elapsed time	Status	Actions		
3	60447	Zycus Infotech Pvt Ltd (Training)	8483	Edit	Operational	ICF-North America	-NA-	-NA-	Saved As Draft	<div>Edit</div> <div>Submit</div> <div>Delete</div>	

To Action a Request:

1. Click **ACCOUNT**

2. Click **MY REQUESTS**

3(a). Click **Edit** – to add or make more changes

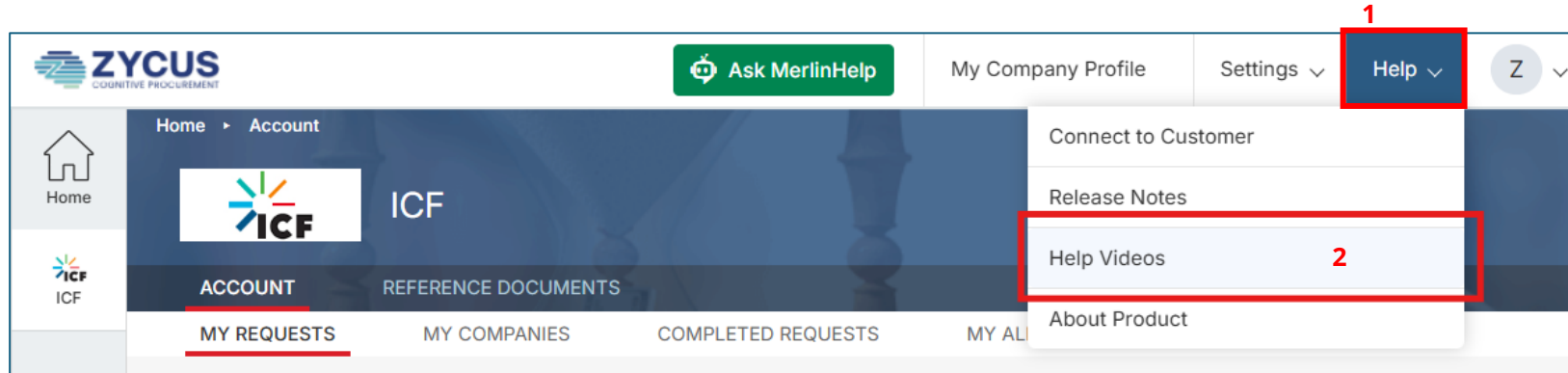
3(b). Click **Submit** – to send changes to ICF Team for review

3(c). Click **Delete** – to delete the request



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Access Help Videos

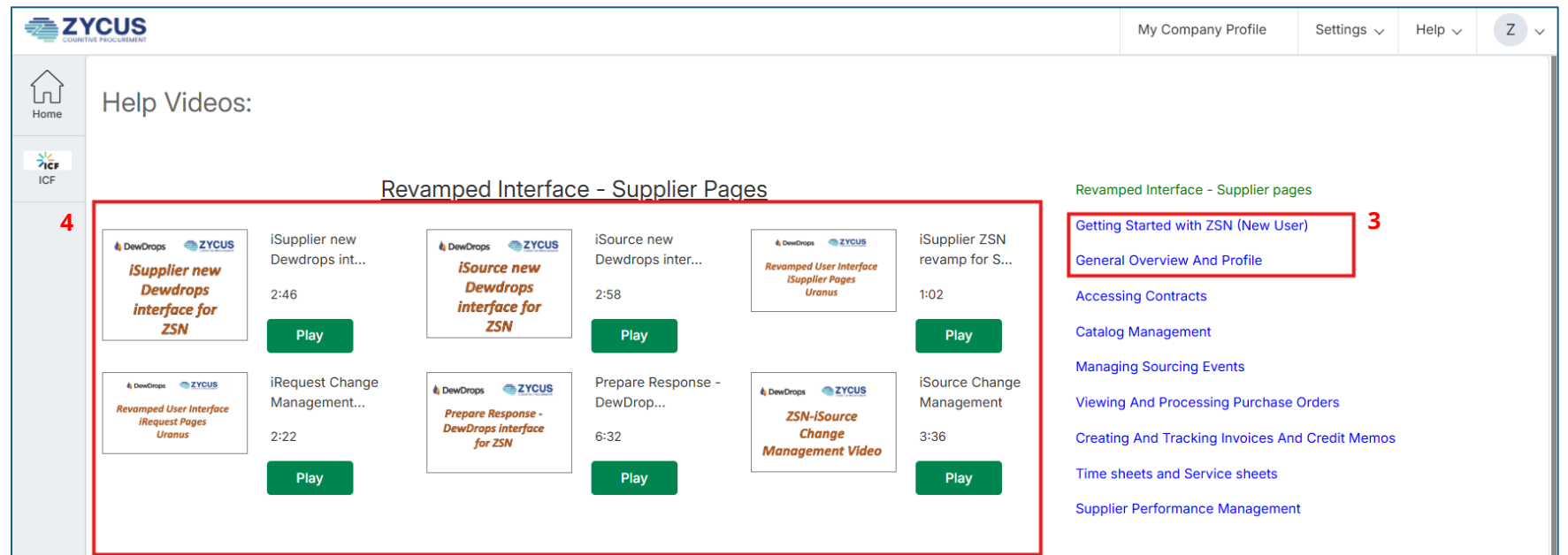


To Access Help Videos:

1. Click **Help**
2. Click **Help Videos**

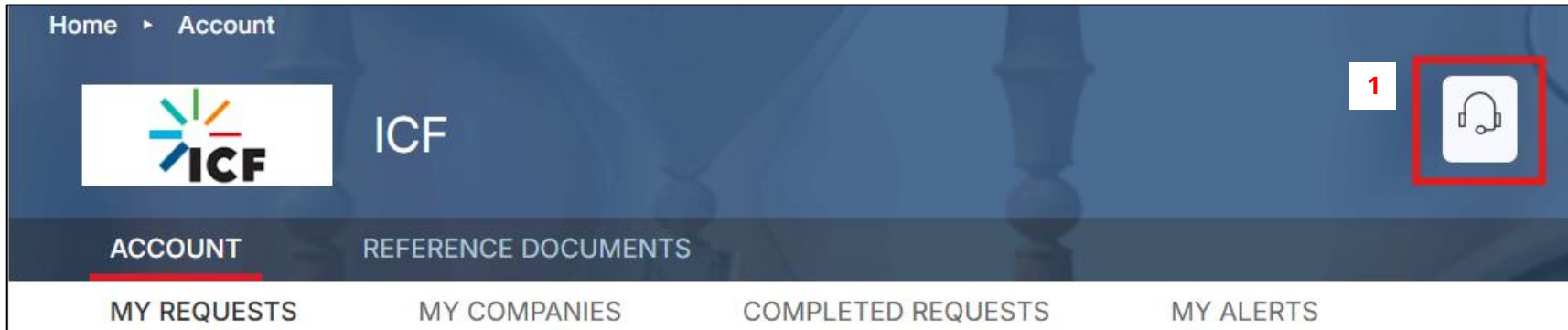
3. Select **Section**

4. Click **Play**



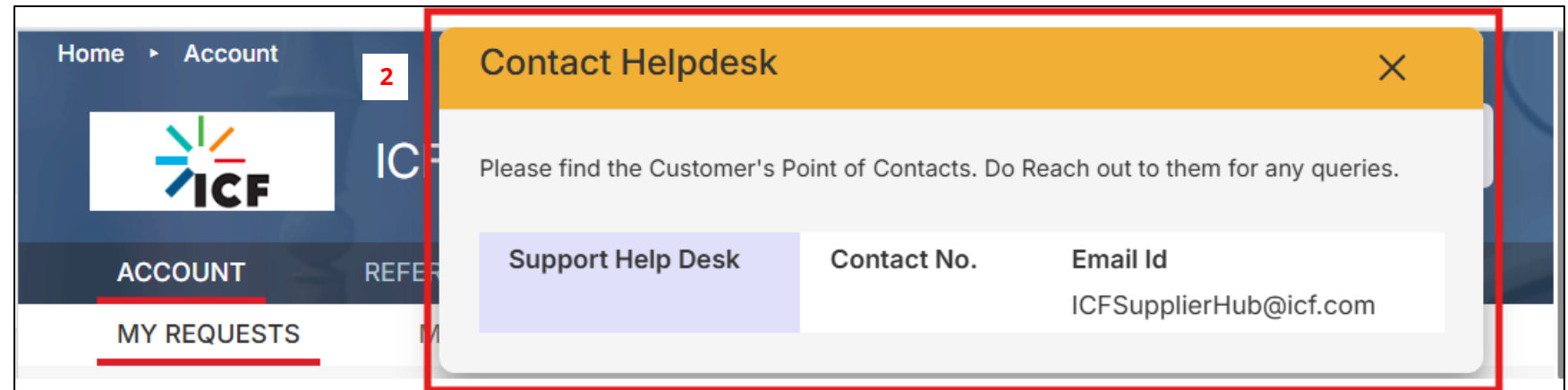
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Reach Out to ICF Team



To Access ICF Contact Details:

1. Click the **Customer Helpdesk** icon
2. Refer to the **Email ID** section and copy/paste the email address

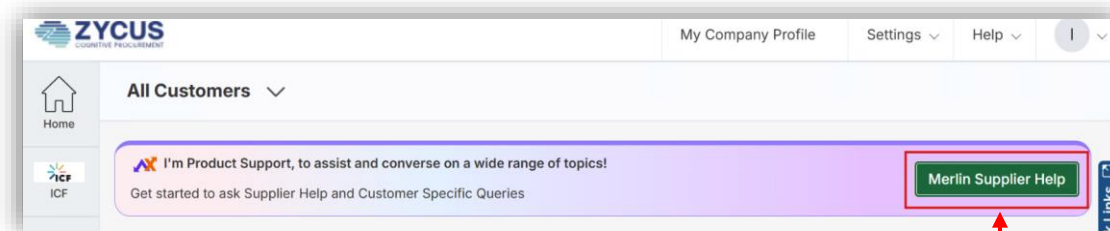


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Resources

For additional information on the ICF Supplier Hub, please refer to the resources below.

- [ICF Suppliers main page](#)
- [ICF Supplier resources page](#)
 - [How to Create your Account](#)
 - [FAQs](#)
- **Merlin Supplier Help** within the ZSN
- **Help Videos** with the ZSN



FAQs will be updated on the ICF Supplier resources page.

If you have questions, please send them to ICFSupplierHub@icf.com.



Thank You!