Support Manual

TABLE OF CONTENTS

Tips, tricks and hints

Mandatory

Organizational Information

Supplier Type *

| Standard Supplier | ✕ ⌄ |

Mandatory fields are marked with a red asterisk. A response is required to continue.

Action Menu

⋮

The blue square with 3 blue dots indicates that a record or element is feasible. clicking the square opens a menu of available actions.

Blue text

Request ID				Relationship HICXID	Organizational Unit
RIV0000072	Supplier Alias or DBA		SHIRER STUFF	REL0000278	WLD – WILMERDING – OU
	Country of incorporation		United States of America	REL0000283	GETS – Operating Unit
RIV0000067	Legal Address		414 CYRA DR MONROEVILLE, 15146, Pennsylvania, United States of America	REL0000284	AMS – Faiveley Transport Amiens
RIV0000065	Company Telephone		+14124762548		

Blue text indicates that a data item can be clicked. Clicking this text opens the selected record.

Support/Help

For links to training materials, reference documents, and help desk ticket entries, see the Links section of the navigation bar. The link to put in a Helpdesk Ticket is below as well

https://wabtec.custhelp.com/app/source2pay
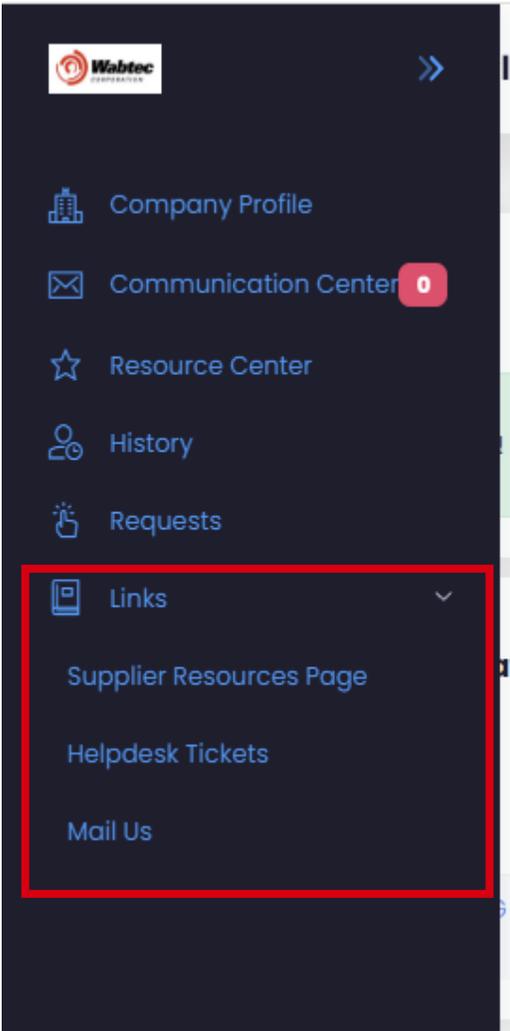
Initiatives

|	Review Start Date	Initiative	Response	Expiry	Organization Unit	Mandatory	Score	Classification	Assessment	Follow Up	Actions
☐	Dec 27, 2022	IT Inherent Risk **Latest**	PENDING		GLOBAL Master-Relationship	MANDATORY	Not Scored	NA	NA	NA	⋮
	Dec 19, 2022	Compliance Element Initiative	COMPLETED	Dec 19, 2023	GLOBAL Master-Relationship	MANDATORY	Not Scored	NO_NEED	No Need	NA	⋮

Initiatives are forms and questionnaires that allow Wabtec to collect compliance and due diligence information from a supplier or user.

Conclusion of an Initiative

Step 1: Log in to the HICX platform with your Wabtec credentials
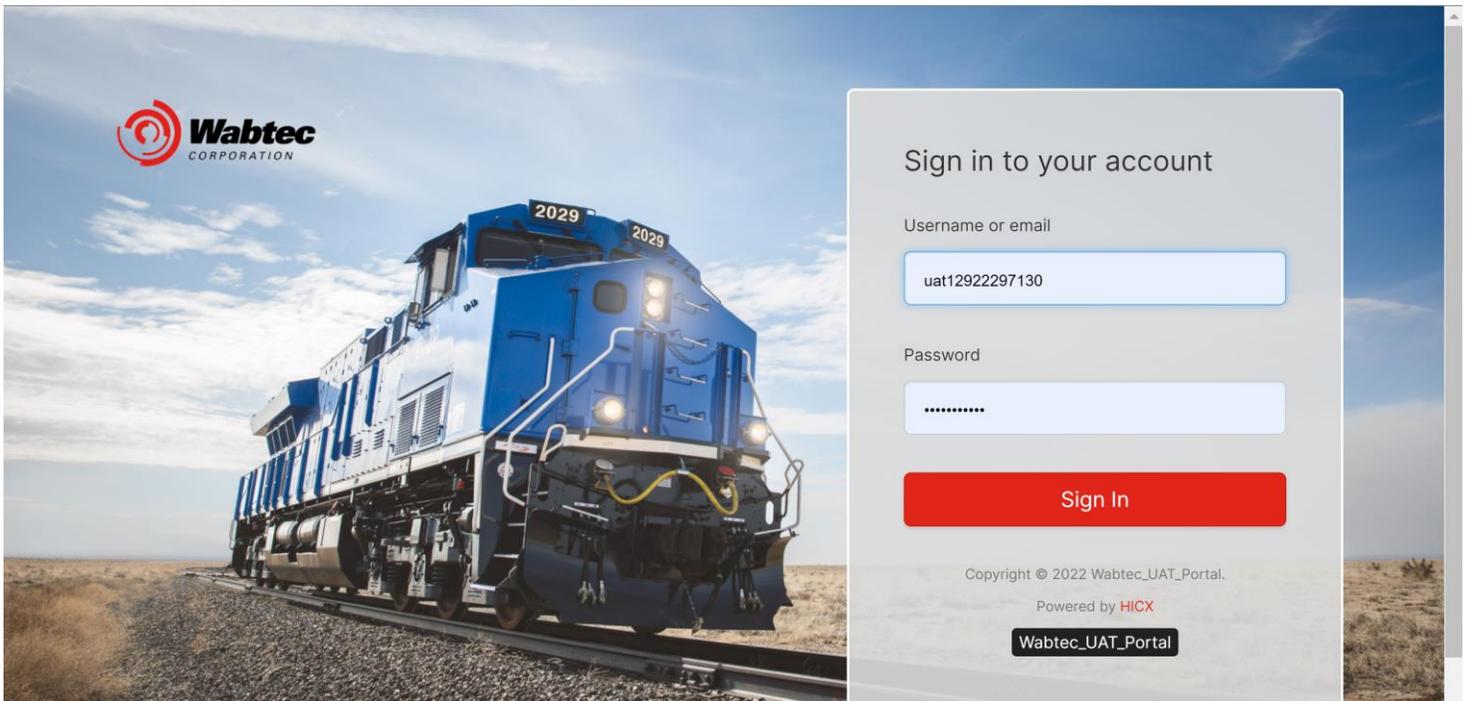
Step 2: In the My Tasks section, select the initiative you want to complete:
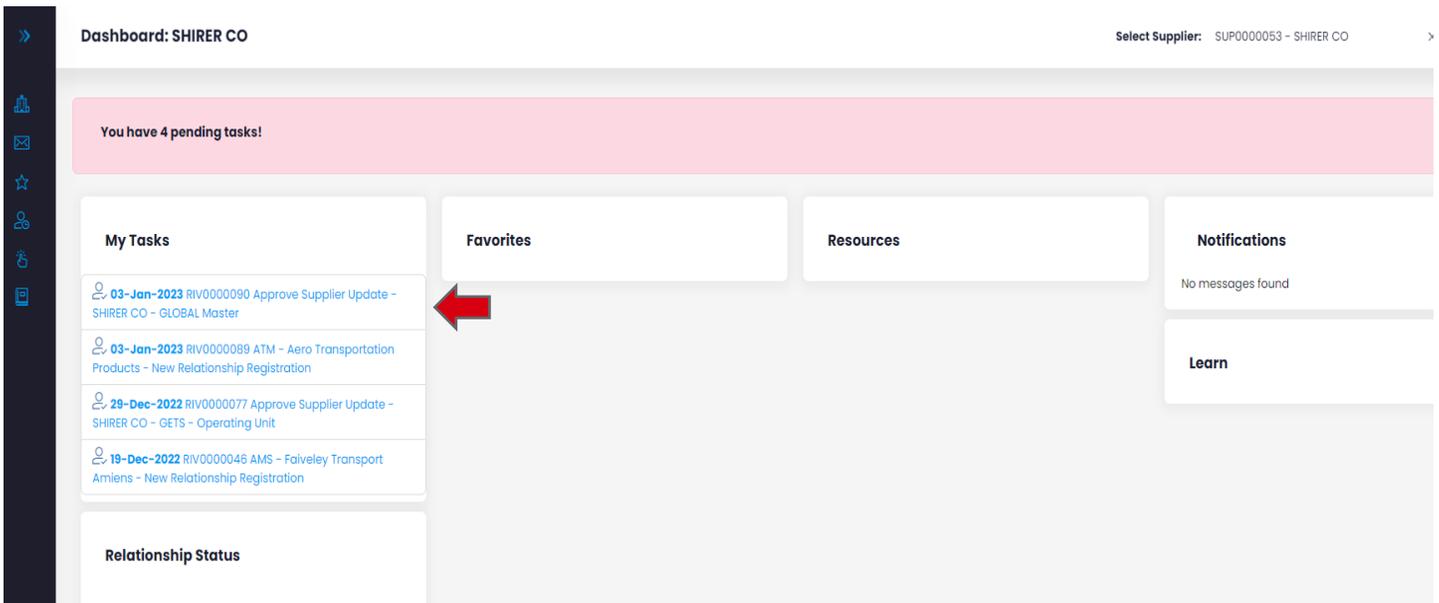
Step 3: View the information in the Comments section to see what information was requested for an update:

Step 4: Find the fields that correspond to the requested update.

Continue to the next page

Step 5: Update the information in the required fields, select "Send Data" after completion:

RIV0000090 Approve Supplier Update - SHIRER CO - GLOBAL Master

Select Supplier: SUP0000053 - SHIRER CO ✕

Submit Data   Cancel   Save Draft

Location Information

Country of Incorporation ⓘ	United States of America ✕ ⌄
Location Name *	SALES
Location Local Language Name ⓘ	
Location Purpose ⓘ	☑ Purchasing ☑ Payment ☐ Manufacturing ☐ RFQ Only
Email ⓘ	SALES@CHRISCO.COM
Address ⓘ	1234 WATER STREET, ERIE, 16509, Pennsylvania, United States of America ✕ ⌄ ✚
Telephone ⓘ	
Business Type ⓘ	Select an option ⌄
Tangable Flag ⓘ	Select an option ⌄

Comments:

The requested information has been updated.

Task Information

RIV0000090 Approve Supplier Update - SHIRER CO - GLOBAL Master - Pending

Comments: please update your address information

Wabtec CORPORATION

Filling out the Registration Form

Step 1: Log in to the HICX platform with your Wabtec credentials

Step 2: Acceptance of HICX End User License Agreement

HICX End User License Agreement (EULA)

EN

Welcome, and thank you for your interest in HICX ("HICX," "we,", "our" or "us") and our website at **https://wabtec-uat.hicxsolutions.net/wabtec/hicxesm-portal**, along with our related websites, networks, applications, mobile applications, and other services provided by us (collectively, the "Service"). This End User License Agreement ("Agreement" or "EULA") and the Privacy Policy govern your use of the Service. This Agreement is a legally binding contract between you and us regarding your use of the Service.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY.

By clicking "**I Agree**" (or words to similar effect during the registration process) or by otherwise accessing or using the Service, you agree that you have read and understood, and, as a condition to your use of the Service, you agree to be bound by this Agreement. If you are not eligible, or do not agree to be bound by this Agreement, then you do not have our permission to use the Service. Your use of the Service, and our provision of the Service to you and express license for you to use Service, constitute an agreement between us and you to be bound by this Agreement.

Username
jsmith298939

Supplier Name
SMITH SUPPLY

I Disagree   I Agree

Step 3: Agree to the Wabtec Privacy Policy.

Privacy policy

EN

Privacy Policy

Wabtec Corporation and its wholly and majority-owned entities (collectively "**Wabtec**", "**we**" or "**us**"), respect your concerns about privacy. References in this Privacy Policy to "Wabtec", "we", "us", and "our" are references to the entity responsible for the processing of your Personal Data, which generally is the entity that obtains your Personal Data.

This Privacy Policy applies to the Personal Data we obtain through Wabtec's properties, including websites, mobile applications and social media pages that reference and link to this Privacy Policy ("**Online Channels**"). This Privacy Policy does not apply to products and services that reference and link to separate privacy policies.

This Privacy Policy describes the types of Personal Data we obtain through the Online Channels, how we may use that Personal Data, with whom we may share it, and how you may exercise your rights regarding our processing of the Personal Data. The Privacy Policy also describes the measures we take to safeguard the Personal Data we obtain and how you can contact us about our privacy practices.

Username
jsmith298939

Supplier Name
SMITH SUPPLY

I Disagree   I Agree

Step 4: On the Welcome screen, scroll down until you see My Tasks. Select the blue link for New Relationship Registration. .

You have 1 pending tasks!

My Tasks

**29-Dec-2022** RIV0000079 GETS - Operating Unit - New Relationship Registration

Step 5: Fill out the form provided and after filling it out, select "Send Data".

Select Supplier: SUP0000058 – SMITH SUPPLY ×

Submit Data   Cancel   Save Draft

RIV0000079 GETS – Operating Unit – New Relationship Registration

Overview

Comments:

| Supplier Name * | SMITH SUPPLY |

Name Local (?)

Supplier Alias or DBA

Task Information

RIV0000079 GETS – Operating Unit –
New Relationship Registration –
Pending

| Country of incorporation * | United States of America   × ∨ |

| Date of Incorporation (?) | |

| Legal Address * | 1234 WATER STREET, ERIE, 16509, Pen × ∨ |

Changes to suppliers

Changes to suppliers

Step 1: Log in to the HICX platform with your Wabtec credentials
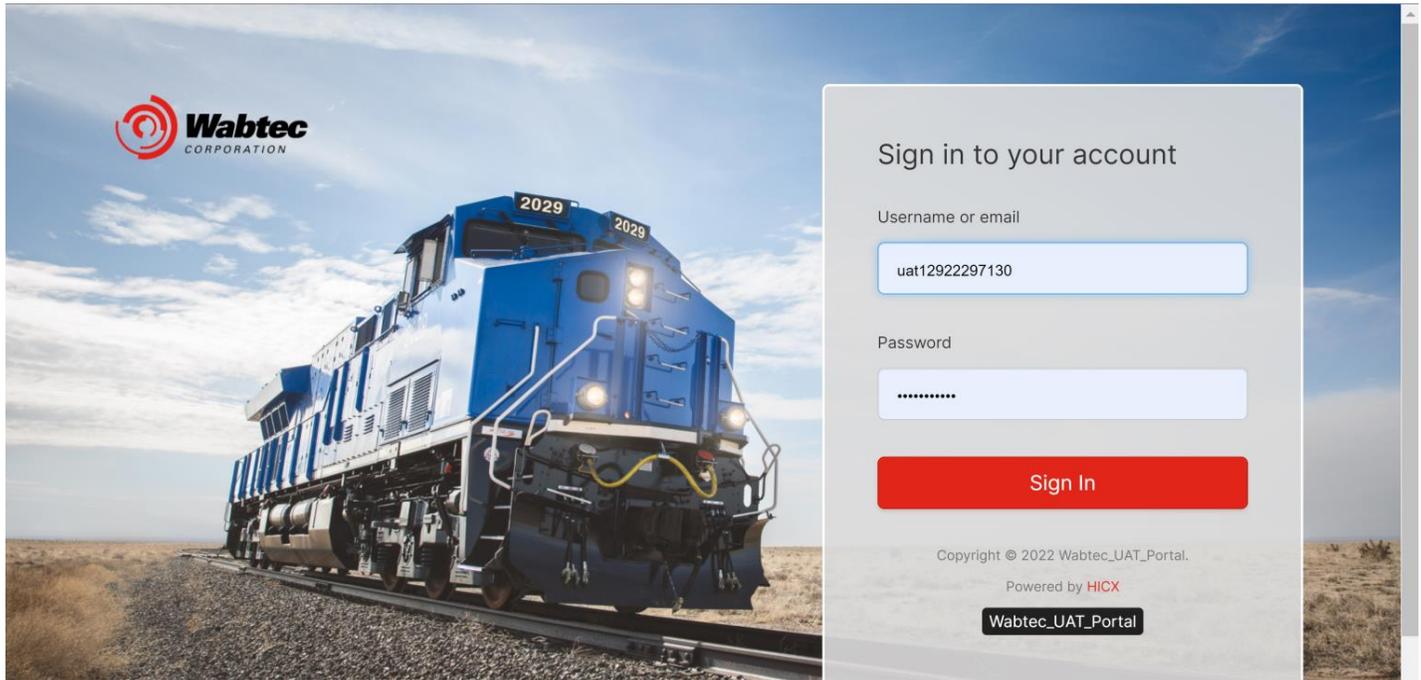
Step 2: On the left side, choose "Company Profile":
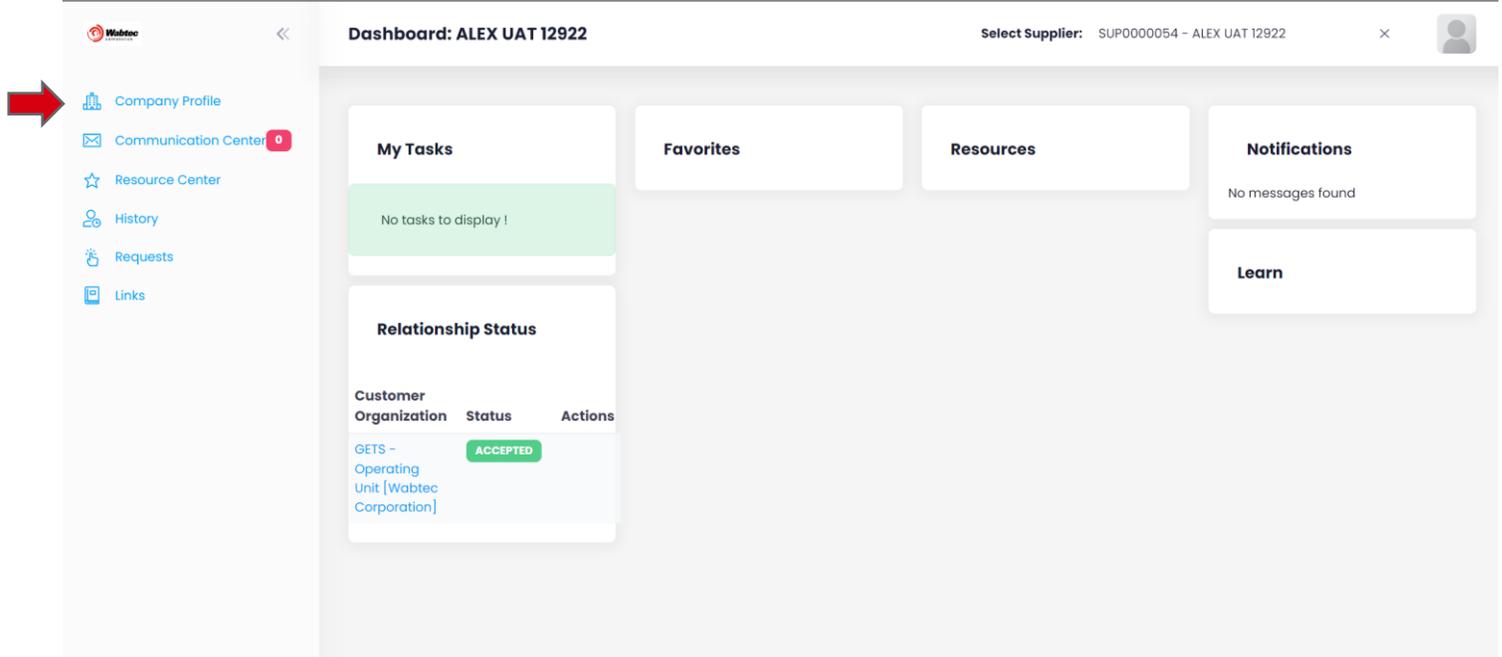
Continue to the next page

Step 3: Select the information you want to edit on the tab at the top of the company profile:

Step 4a: Locations – To add a location, select "Add" to update information, select the three dots under Actions.

Continue to the next page

Step 4b: Locations – Select the "Update" option from the drop-down menu.

Step 4c: Locations - Fill out the form provided and then select "Validate".

Step 4d: Locations - You will see a confirmation once the validation is complete.

Validation was successful. Click complete to save changes.   ✕

Complete   Cancel

Reason for Change: Training 12.29.22

Location Information

HICX_ID	**LOC0000856**
Country of Incorporation	**United States of America**
Location Status	**Active**
Location Name	**ALEX LERCH**
Location Local Language Name	
Location Purpose	**Purchasing**
	Payment
Email	**UAT12922@GMAIL.COM**
Address	**12922 UAT STREET**
	ERIE, 16509, Pennsylvania, United States of America
Telephone	**+18148232499**

Step 5a: Bank Accounts – Select "Bank Accounts" on the tab at the top of the page.

Company Profile   Select Supplier: SUP0000054 – ALEX UAT 12922   ✕

Locations   **Bank Accounts**   Contacts   Addresses

Legal Entity   ✎Update

Organization Information

Master Supplier ID	**SUP0000054**
Supplier Name	**ALEX UAT 12922**
Supplier Alias or DBA	**ALEX UAT 12922**
Supplier D&B Number	
Country of Incorporation	**United States of America**
Physical Address	**12922 UAT STREET**
	ERIE, 16509, Pennsylvania,
	United States of America
Telephone Number	**+18148232499**
Email	
Website	
Company	

Bank Accounts   **+Add**

Description	Actions
Alexander Lerch Active	⋮ ▾

Initiatives

Section	Status	Action
IT Intake	Completed	
CMRT	Completed	
IT Inherent Risk	Completed	
Data Privacy Initiative	Completed	
Compliance Element Initiative	Completed	
Finance Initiative	Completed	
SCS	Completed	

Continue to the next page

Step 5b: Bank Accounts – To add a bank account, select "Add" to update information, select the three dots under Actions. .

Step 5d: Bank Accounts – Fill out the form provided and select "Save".
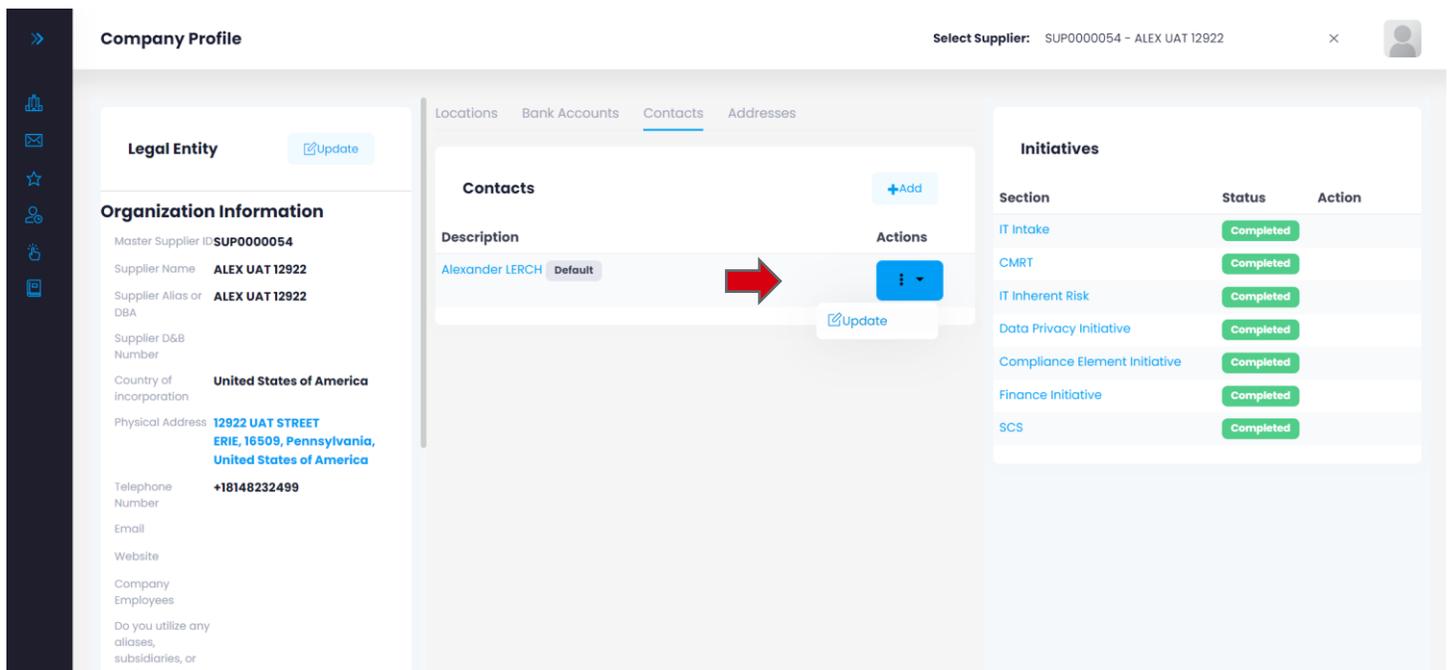

Step 6a: Contacts - Select "Contacts" at the top of the page.

Step 6b: Contacts – To add a contact, select "Add" to update the contact information, select the three dots under the "Actions" tab.
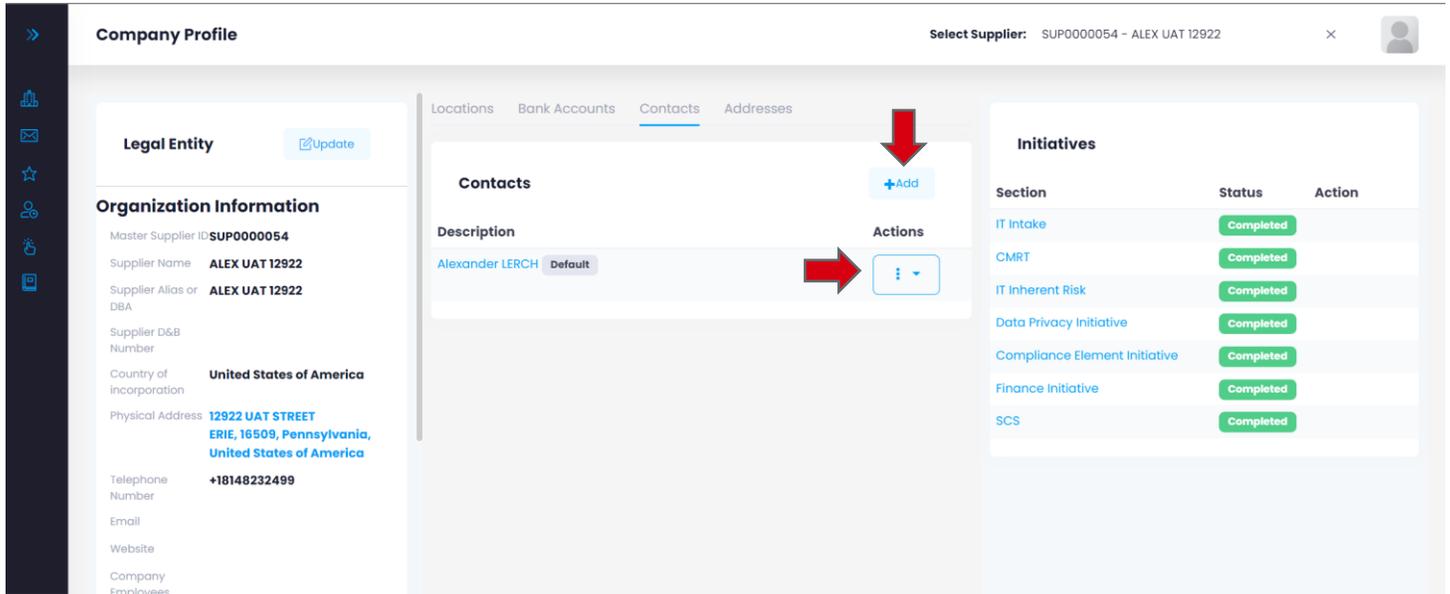
Step 6c: **Contacts**- To update contact information select "Update" from the drop-down menu.

Step 6d: **Contacts-** Complete the provided form and select "Validate" once finished.

Step 7a: **Addresses-** Select "Addresses" from the tab at the top of the page.

Continue to the next page

Step 7b: **Addresses**- To add a new address to the company profile, select "Add".

Step 7c: **Addresses**- Complete the provided form, then select "Submit" .

Responding to Change Requests

Step 1: Log into the HICX platform using your Wabtec Credentials
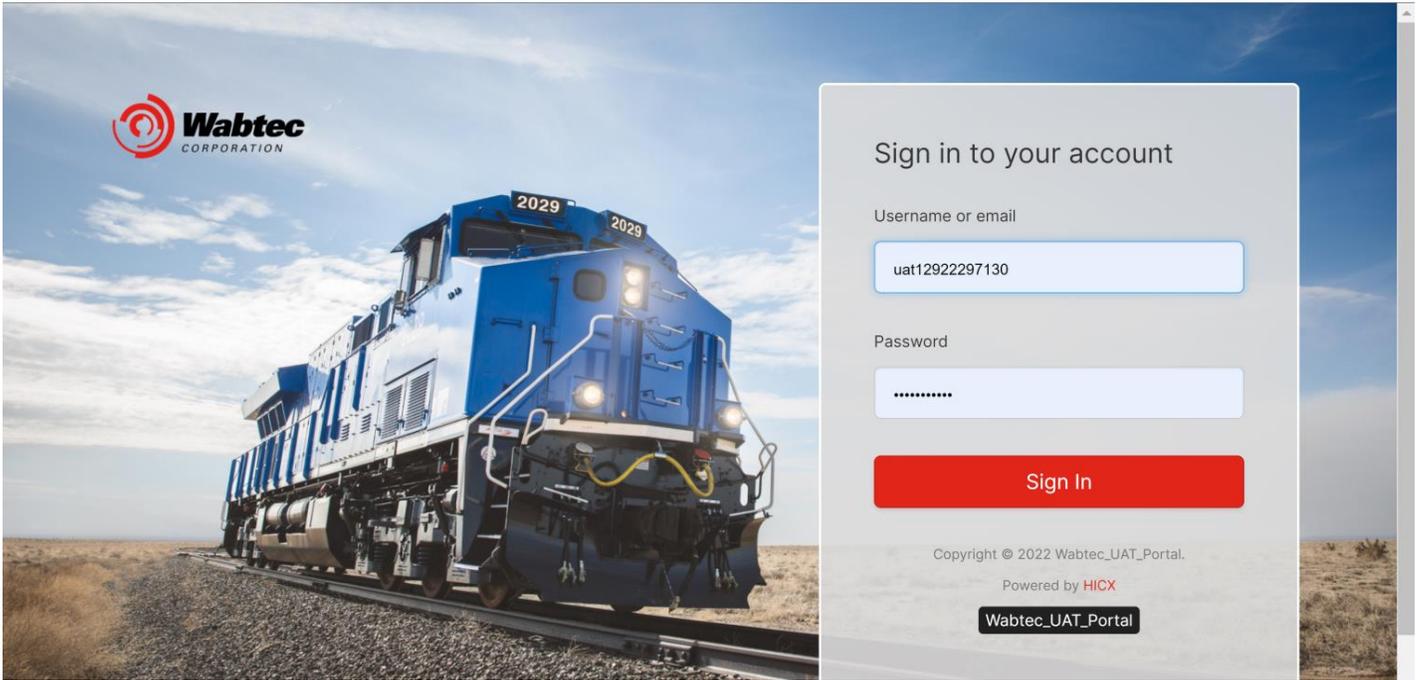
Step 2: From the main dashboard, select the change request you would like to complete:

Step 3: Complete the provided form and select "Submit Data" when finished.

Step 4: Once the updated information has been submitted, you will receive confirmation on your dashboard:
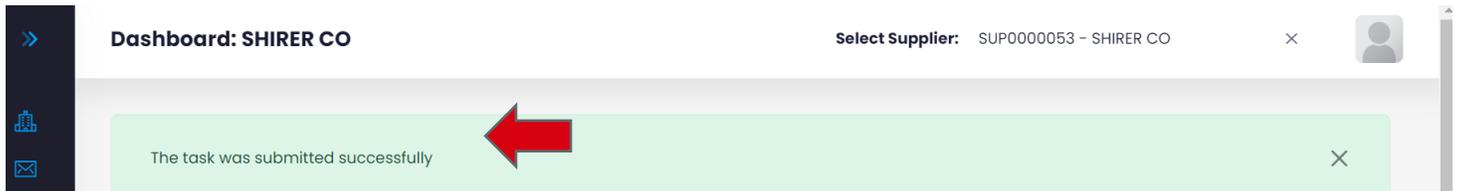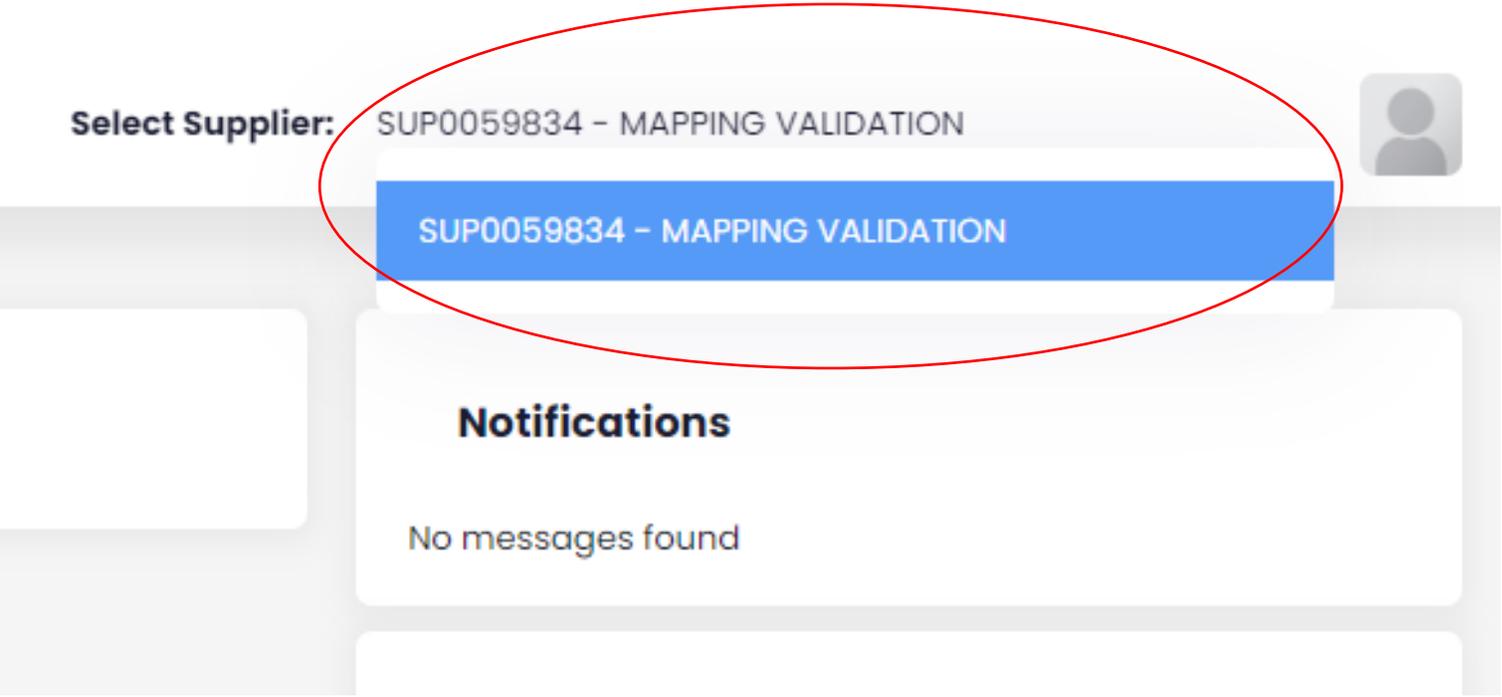
Toggle Between Supplier Records

Step 1: Log into the HICX platform using your Okta Credentials
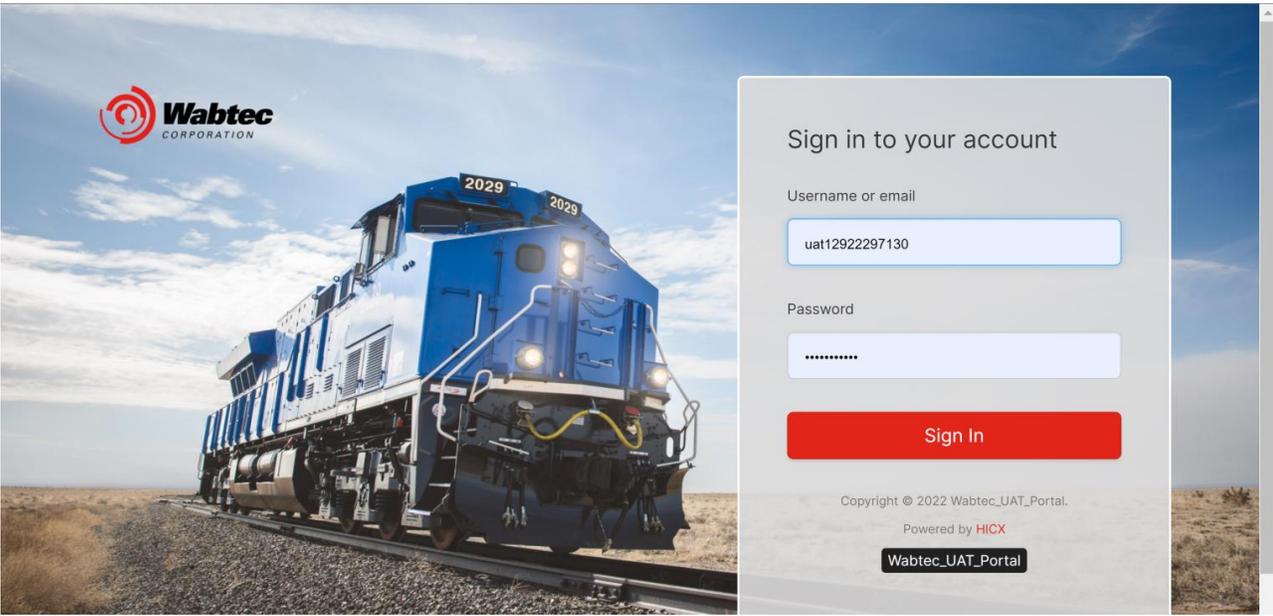
Step 2: From the HICX Dashboard click the code starting with SUP to the right where it says "Select Supplier"
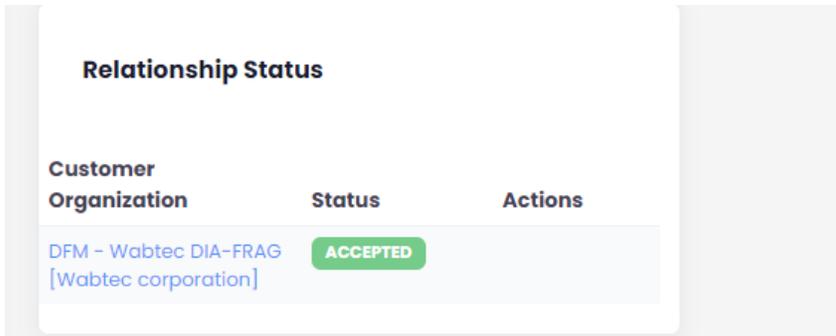

Step 4: A drop-down menu will appear and that is where you click on what supplier profile you want to navigate through

Check Operating Unit

Step 1: Log into the HICX platform using your Okta Credentials

Step 2: From the HICX Dashboard you will see all your operating units under "Relationship Status"

Step 3: **IF YOU ARE MISSING AN OPERATING UNIT** Go to this link to raise a ticket https://wabtec.custhelp.com/app/source2pay

Step 4: Fill out all the information with the red *

Step 3: In the "Please provide a brief but detailed subject for your ticket" Type that you want to add an organization unit and list the ones you want to add

Step 4: Under the issue category go to "Other Supplier Related Issues"

Step 5: Click submit once completed.

Remove Contact

Step 1: Go to this link to raise a ticket
https://wabtec.custhelp.com/app/source2pay

Step 2: Fill out all the information with the red *

Step 3: In the "Please provide a brief but detailed subject for your ticket" Type that you want to remove a contact and list the contact names you want removed

Step 4: Under the issue category go to "Other"

Step 5: Click submit once completed.

CC/Copy (Multiple mail id's can be given seperated by ;)

Application *

HICX

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Please select an item under Other

Other

Yes ○ No ○

Attach Documents

Choose File   No file chosen

Remove Bank Account

Step 1: Go to this link to raise a ticket
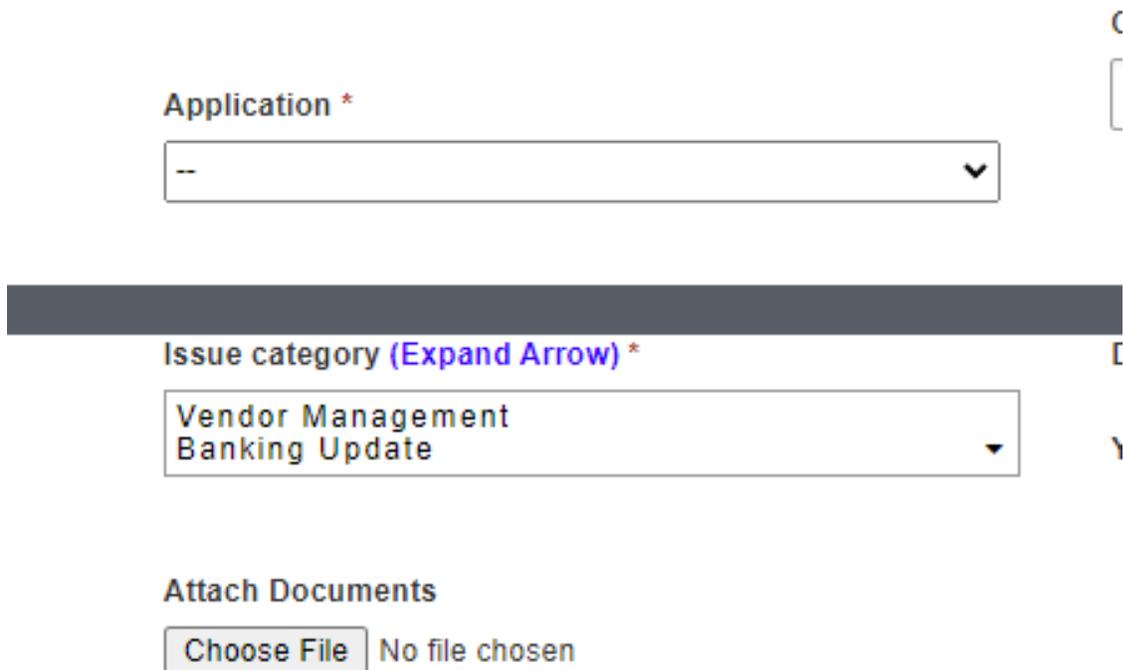https://wabtec.custhelp.com/app/source2pay

Step 2: Fill out all the information with the red *

Step 3: List BAC Number that needs to be deleted under "Please provide a brief but detailed subject for your ticket"

Step 4: Under the issue category go to "Vendor Management" then click "Banking Update"

Step 5: Click submit once completed.

Application *

`--`

Issue category (Expand Arrow) *
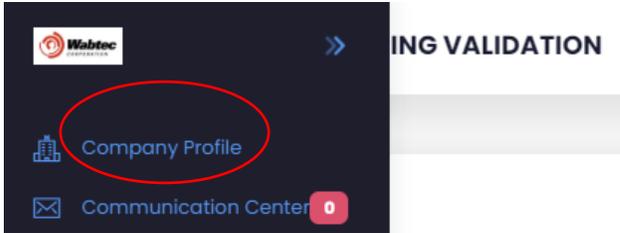
```
Vendor Management
Banking Update
```

Attach Documents
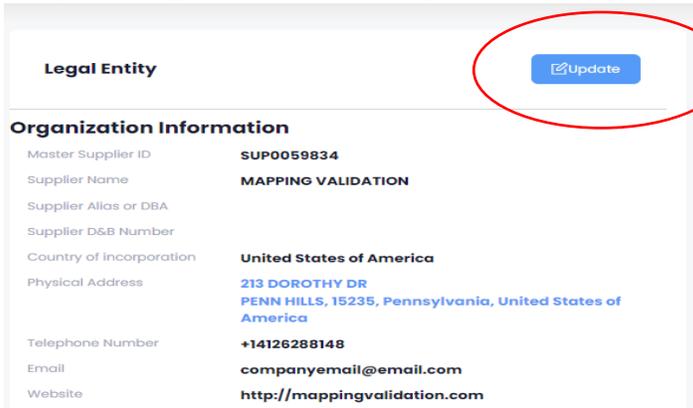
Choose File   No file chosen

Add A Tax Document

Step 1: Log into the HICX platform using your Okta Credentials

Step 2: From the HICX Dashboard, select "company profile" from the task board on the left side

Step 3: Right next to "Legal Entity" click "Update"

Step 4: Under "Tax Information" you can fill out and upload your tax information

Step 5: Once done scroll to the bottom and click "Submit"