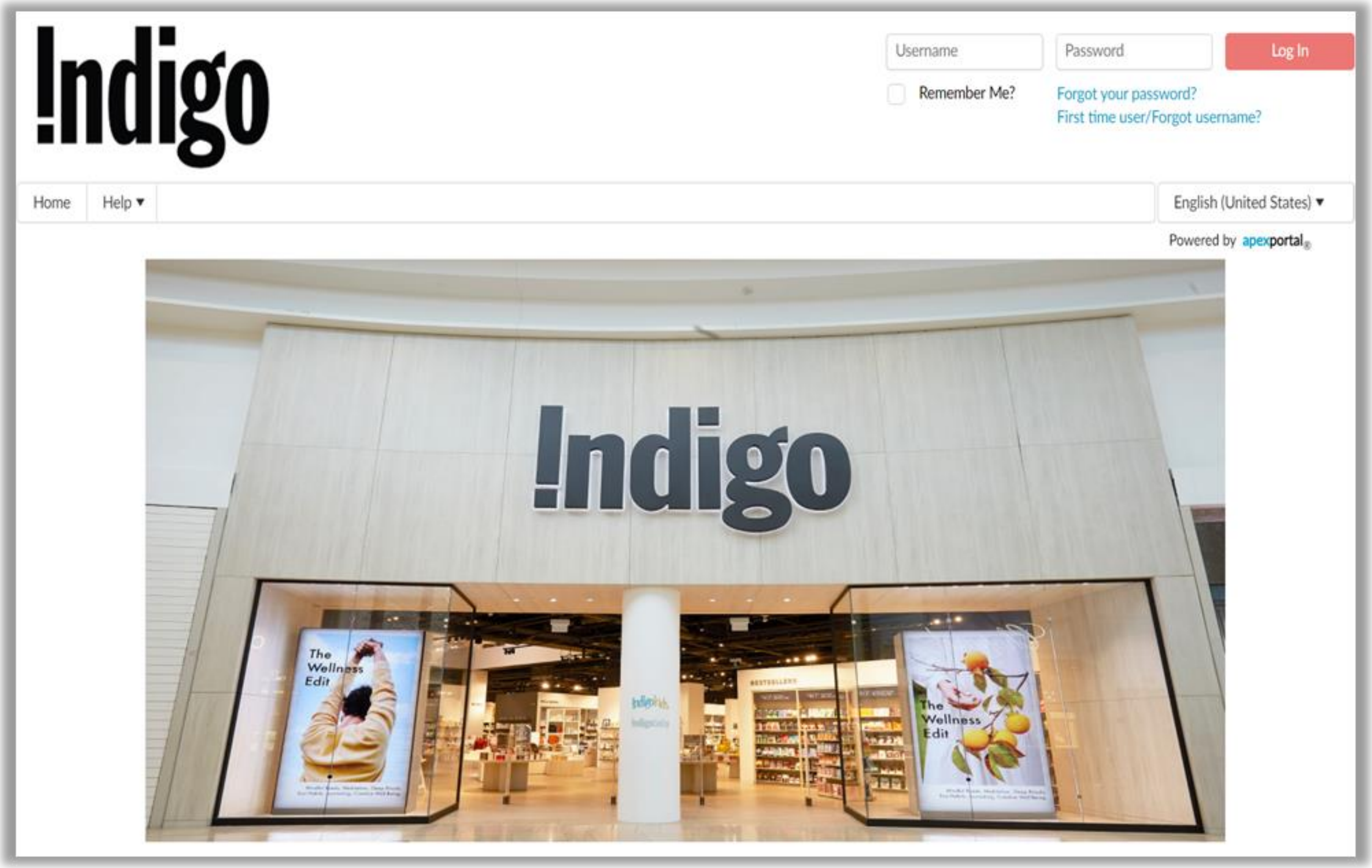


Indigo Vendor Hub

Vendor Reference Guide

Welcome to the **Indigo Vendor Hub**!

We have partnered with Apex Analytix to deliver a best-in-class vendor onboarding portal to allow both a seamless vendor registration process and ongoing maintenance of vendor information.

Apex Analytix is a market leader in providing vendor partner management solutions; their registration portal enables a fully automated vendor onboarding and vendor information management solution.

The tool will unlock the following benefits:

- Vendor self-serve registration
- Automated & faster onboarding
- One-stop shop for updating vendor information (i.e.. addresses, contact info, banking info)
- Automated reminders on key document expiration
- Data validation (i.e. addresses, tax & bank info,…)
- Easy access to key documents & guides
- Main hub for important vendor communications/notifications

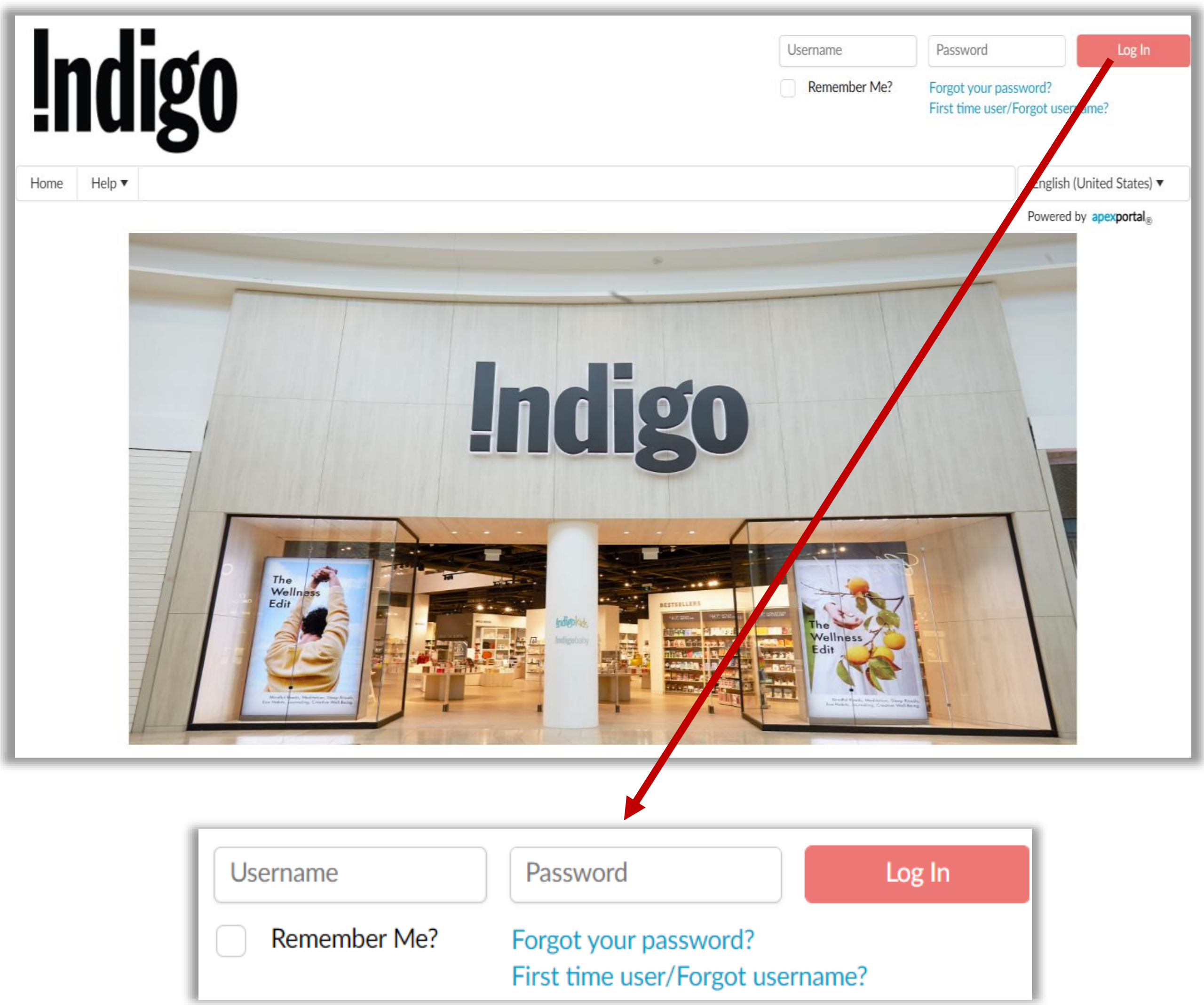
We invite you to the portal to start your vendor onboarding & maintain your information current at all times. As usual, we thank you for your partnership and cooperation.

Indigo Vendor Management Team

Table of Contents

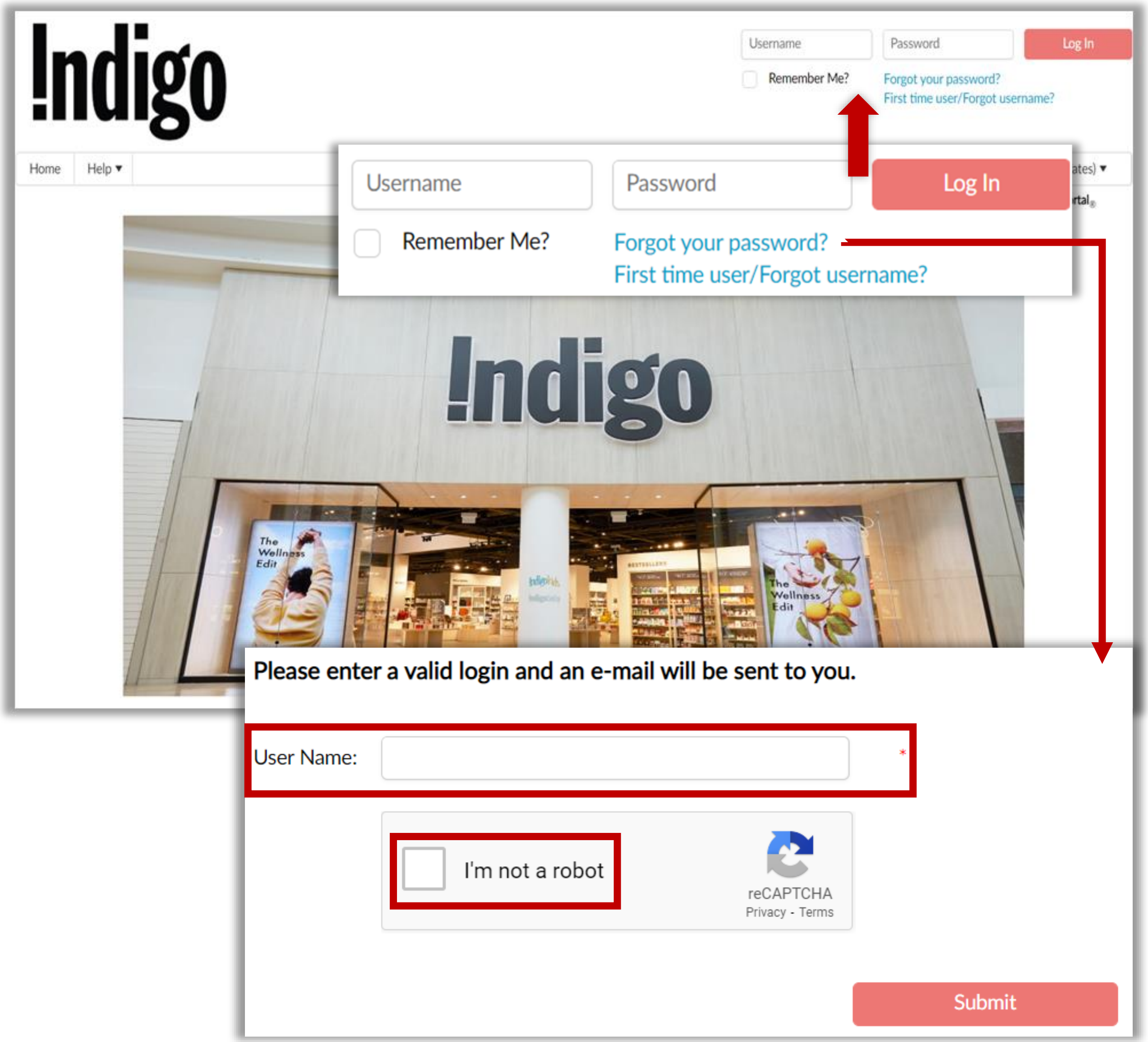
Logging In

The Landing Page allows the user to log in to the Indigo Vendor Portal. There are also links to allow the user to reset their password, and have their username and password emailed to the account on file.



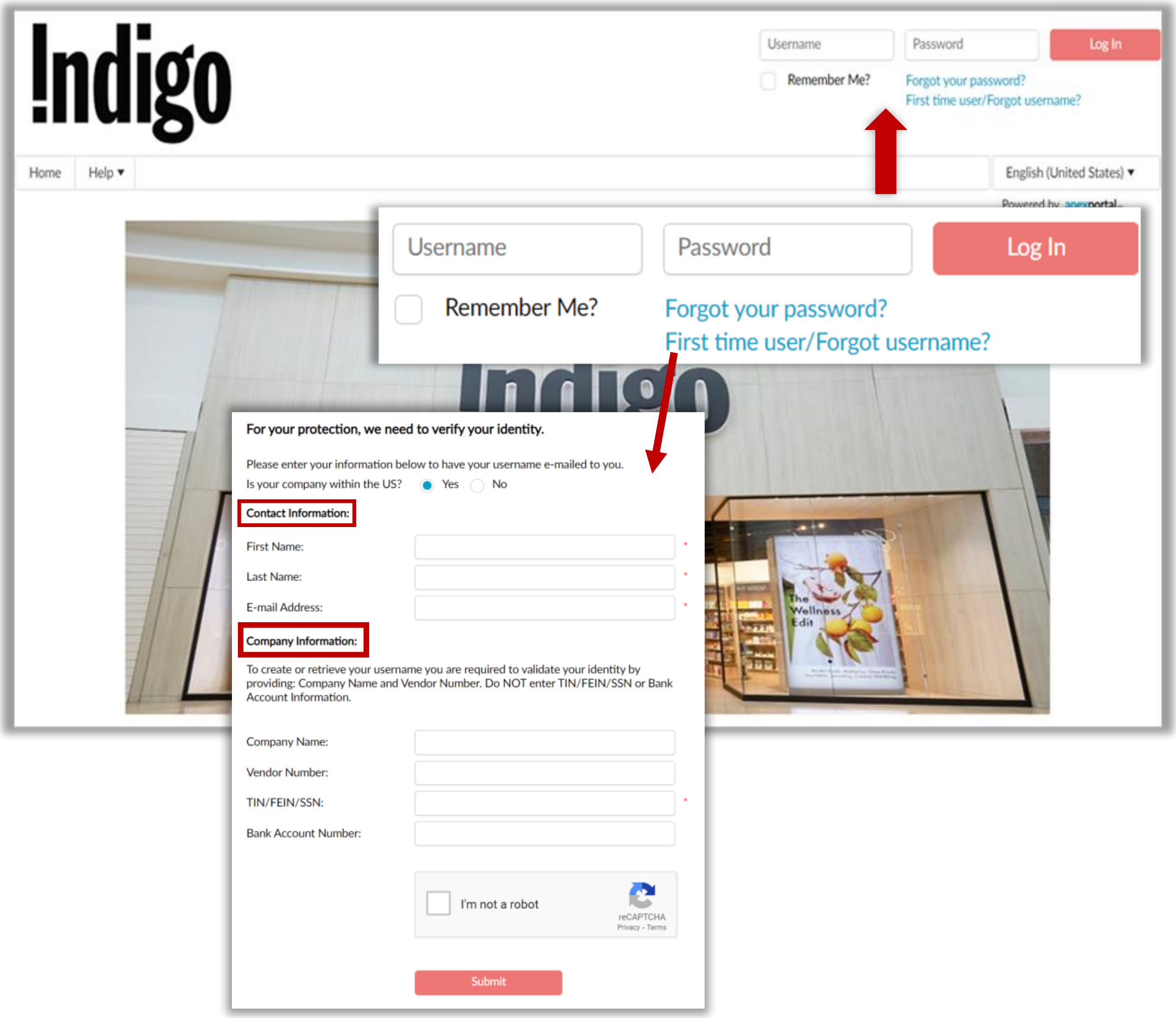
- On the Landing Page, enter the username and password.
- Click the **Remember Me** box to save the user name. *Uncheck the box if a shared or public computer is being used.*

Forgot Your Password

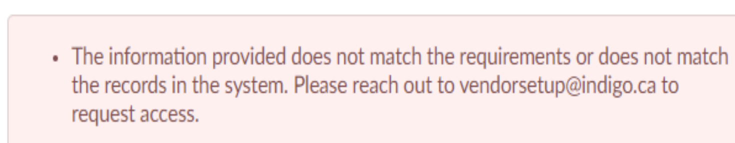


- Click **Forgot your password?** to have the password reset, and a new password emailed to the address on account.
- Enter the **User Name** for the account to be reset.
- Click the *I'm not a robot* checkbox. Follow the directions on the pop-up window.
- Press **Submit** to have the new password emailed to the account on file.

Forgot Your Username?

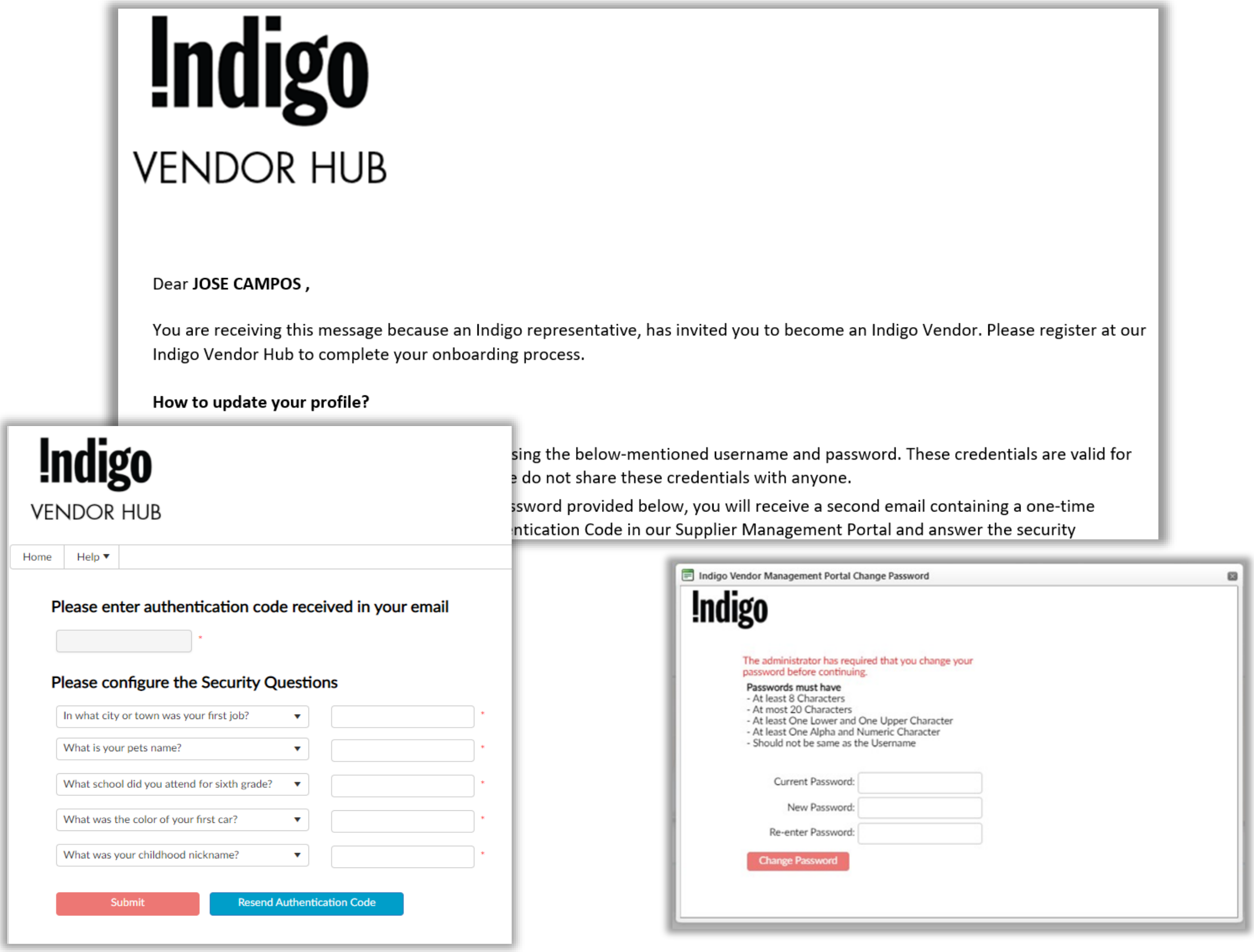


- Click **Forgot username?** to have the user name and password emailed to the address on account (this is for **active vendors only**)
- Enter the **Contact Information** for the account to be reset. *This information is required.*
- Enter three of the four criteria shown for the **Company Information**.
  - The *TIN/FEIN/SSN* is required for US vendors
  - Canadian and International users will not have the *TIN/FEIN/SSN* and will need to enter all of the required fields (*)
- Click the *I'm not a robot* checkbox. Follow the directions on the pop-up window.
- If the **UserName lookup failed** error message appears, the user will need to reach out to the Point of Contact.



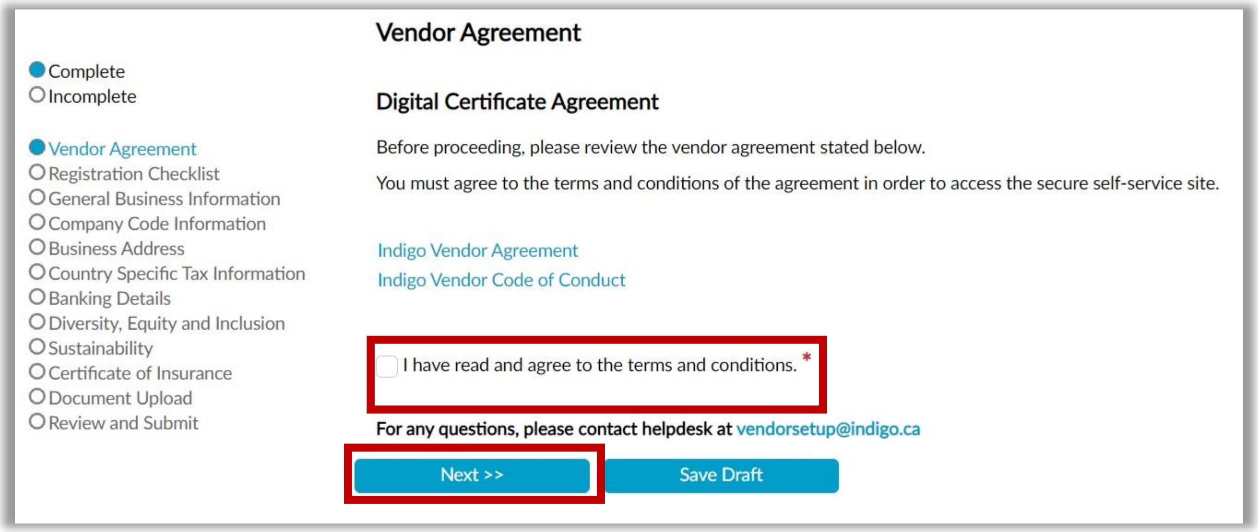
This section details the steps required by the Vendors to complete the registration process after receiving the invitation email.

Initial Vendor Login



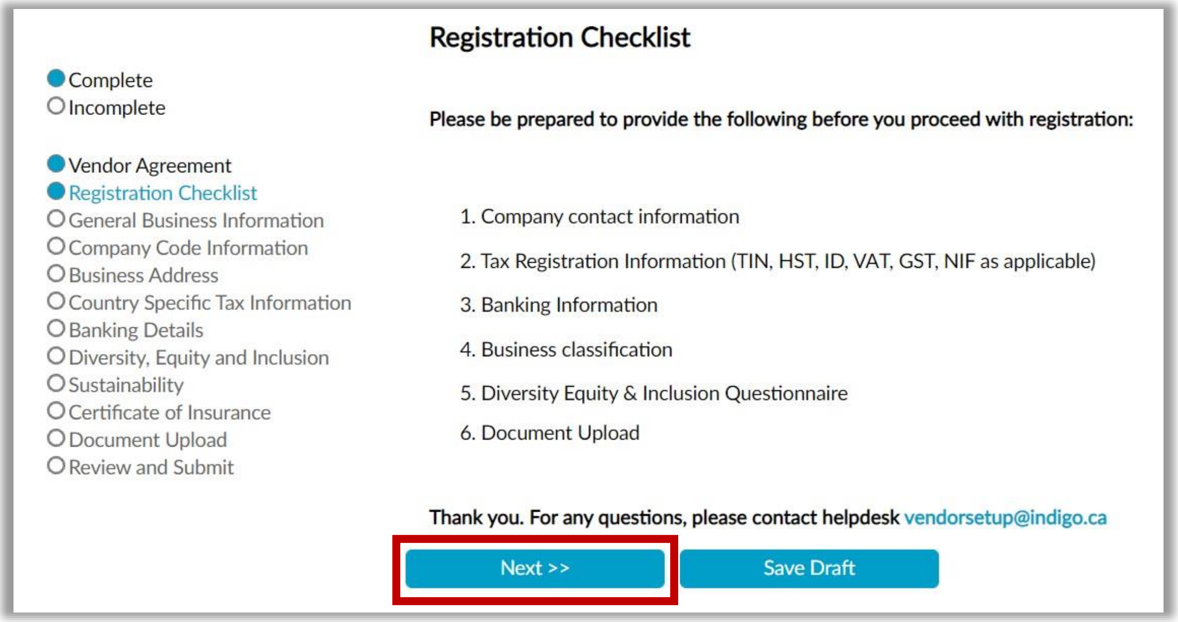
- Please log into the account by following the link and using the username and temporary password provided in the invitation email. Once logged in, the user will be emailed an authentication number and be required to fill out answers to five security questions. Click **Submit** to continue.
    - These answers will be used in case the user's password is forgotten and needs to be reset.
- A new window will open where the Vendor will be required to **change the password** from the temporary one sent in the invite to a new one for their personal use. Click **Change Password** to continue to the registration.

Vendor Registration — Vendor Agreement



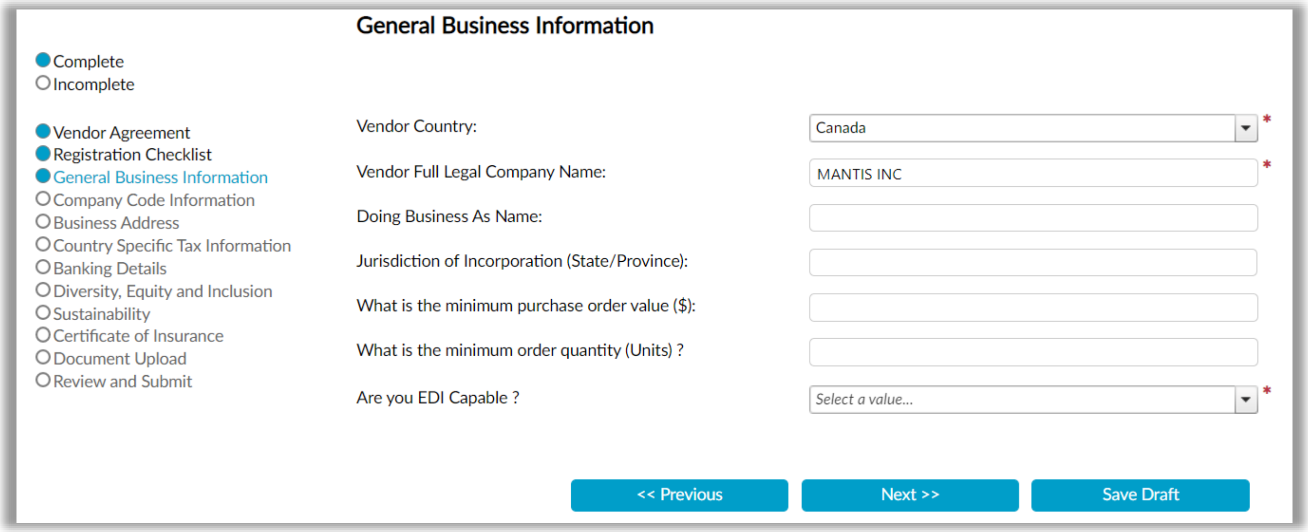
- Click on the Agreement checkbox and click **Next**.

Vendor Registration — Registration Checklist



- Be prepared to provide the required information on the **Registration Checklist** prior to proceeding with registration.
- A checklist (on the left) is provided to show the steps that are completed (blue dot), and those still requiring information to finalize registration (white dot).
- If, at any point during the entry of information, the user needs to complete the process at a later date, they may click **Save Draft**. This will save a copy that can be accessed at the next login.
- Once all of the required documents are compiled, click **Next** on the Registration Checklist to access the **General Business Information** screen.

Vendor Registration — General Business Information



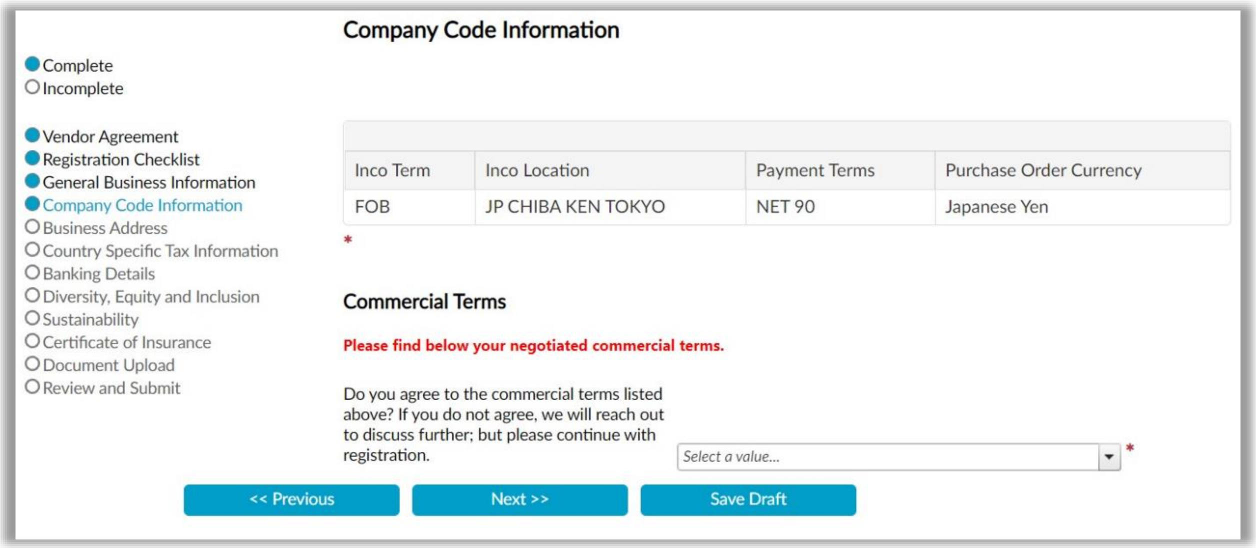
Enter all information from the top to the bottom of the screen.

The Vendor Country and Company Name may be pre-populated based on the information entered during the Invite Vendor process; these can be updated here if there is an error as previously entered.

Fields marked with an * *are required.*

- **Vendor Country**: This selection will customize the remaining fields (on subsequent steps).
- **Vendor Full Legal Company Name:** This is the name as it appears on the tax forms (note: this must be the name that also appears on your Certificate of Insurance (if applicable)).
- **Doing Business As Name:** The company may have a legal alternate name.
- **Jurisdiction of Incorporation (State/Province):** The state or province where the corporation was incorporated.
- **Are you EDI Capable?:** Please select **Yes** or **No** from the drop-down menu.
    - **(If Yes) Who is your current EDI Provider?:** Please select your EDI provider from the drop-down menu. If your provider is not listed, please select **Other**.
- Once all of the required information is entered, click **Next** to access the **Company Code Information** screen.

Vendor Registration — Company Code Information

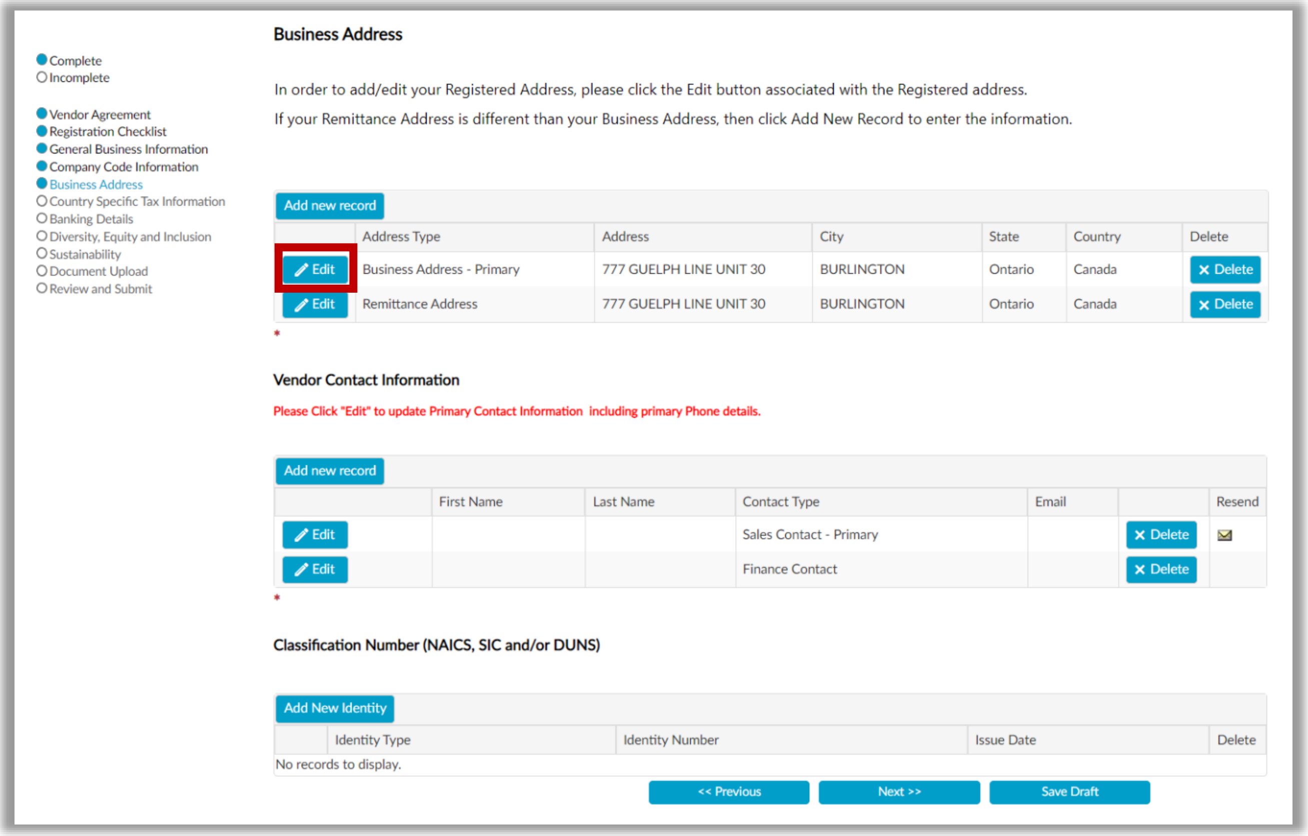


- On the **Company Code Information** screen, the “Inco Term”, “Inco Location”, “Payment Terms”, and “Purchase Order Currency” will be pre-populated based on prior conversations with the Indigo Merchant/Buyer. There may also be additional (pre-negotiated) Vendor Support terms listed on this screen.

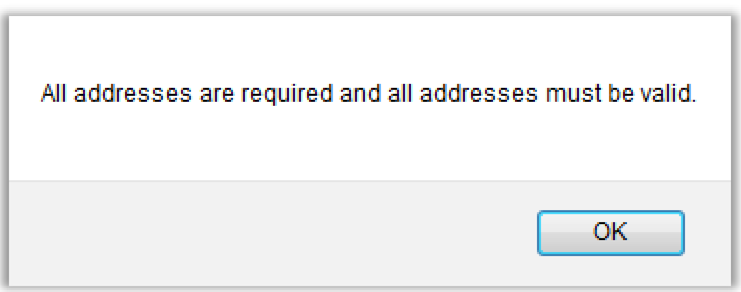
- In the drop-down menu, select “Yes” if you agree with the pre-negotiated terms or “No” if you do not agree with the terms as listed and would like follow-up with your Indigo Buyer; **Please continue with <u>registration</u>** while the Buyer contacts you to review terms.

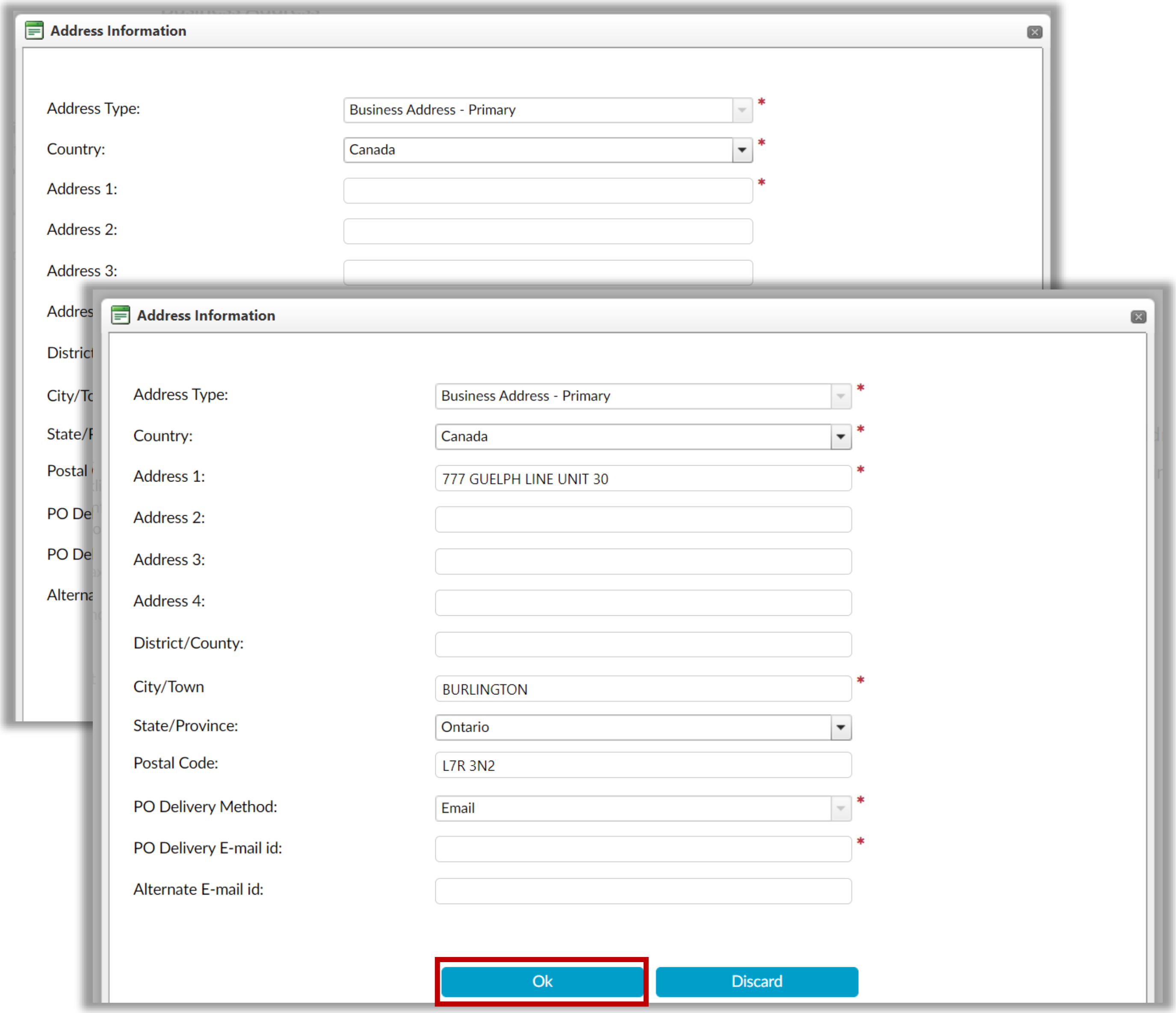
- Click **Next** to continue to the **Business Address** screen.

Vendor Registration — Business Address



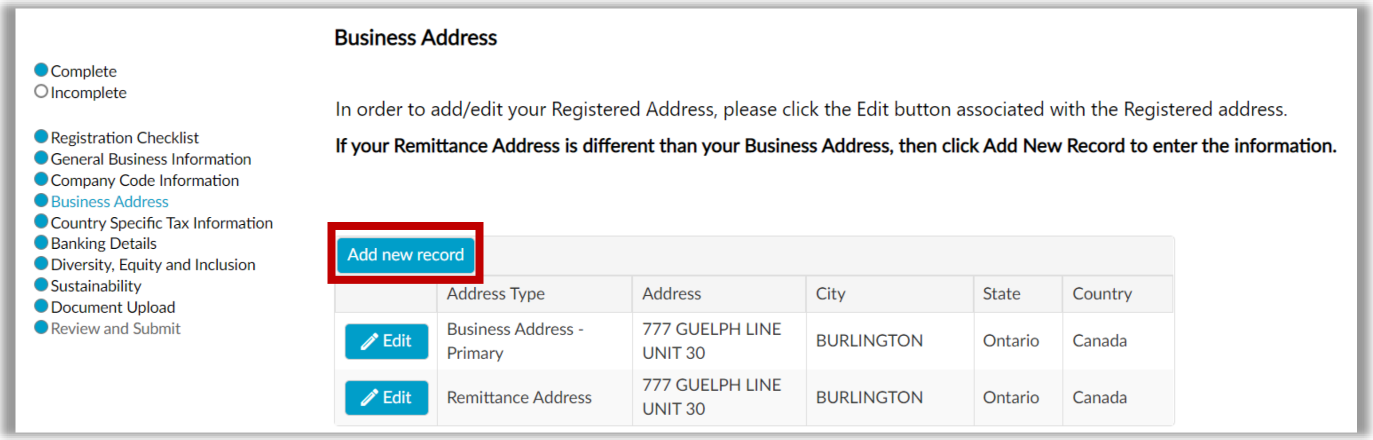
- On the **Business Address** screen, click **Edit** next to the Address Type.
- **Business Address – Primary** address <u>must be</u> completed before adding a Remittance Address and/or Purchase Order address.
- Physical address is required to proceed. If **Next** is clicked prior to creating an address, the Vendor will receive an error message (see below).
- There can only be <u>one</u> Business Address – Primary, which cannot be deleted.
- Prior to approval, the address country can be changed only in the <u>General Business Information</u>.





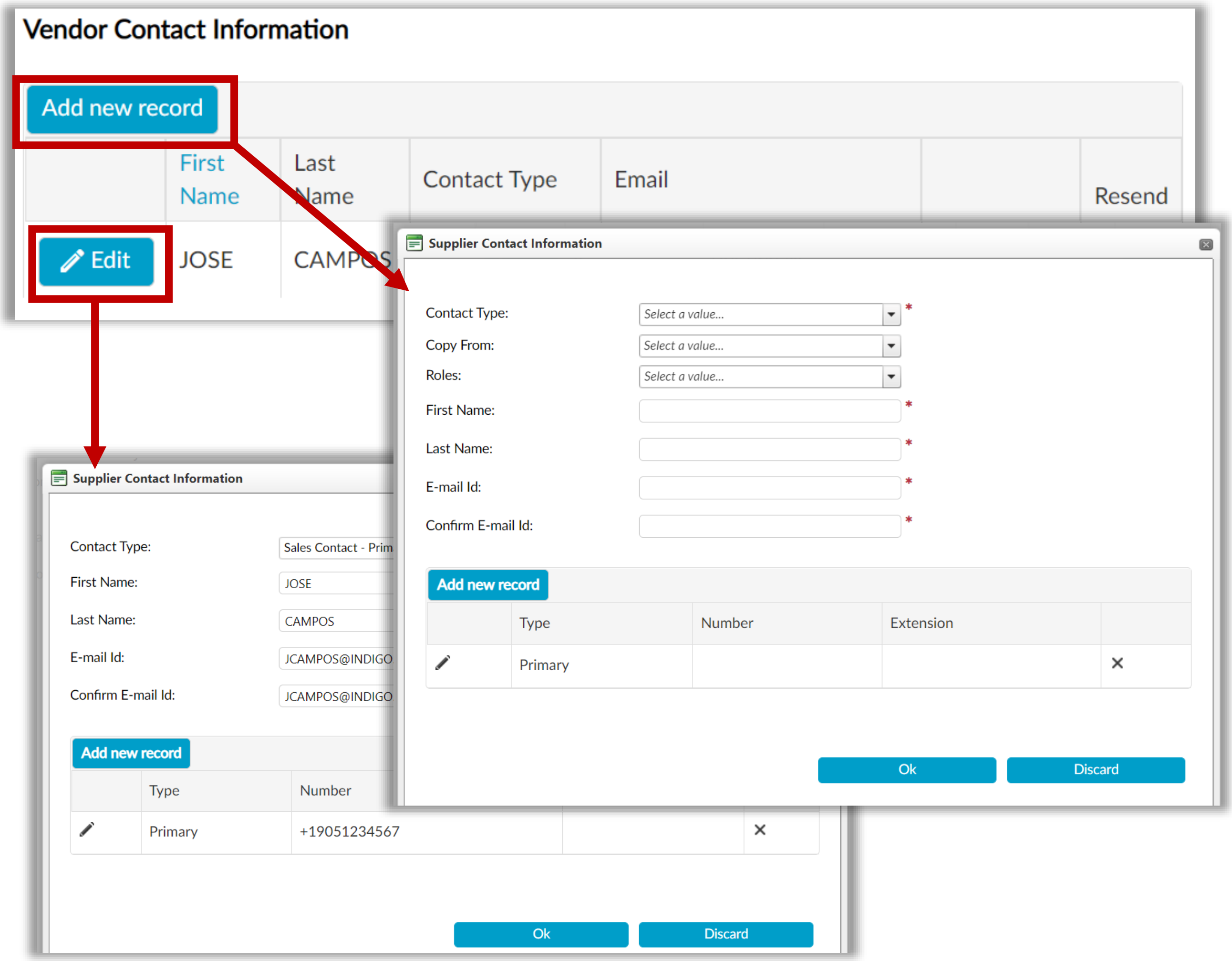
Enter the Business Address information.

- The Country will show the same as used for the **General Business Information**.
- The **Address Type** is defaulted to Business Address - Primary.
- Fill out all fields as needed. *Note: If the Vendor has a PO Box, enter* PO Box *and the number in **Address 1** field.*
- A validation to the postal code will occur. The Vendor Portal will autocorrect city, province, and postal code if two of the three are correct (this will be done via suggested correction pop-up screen)



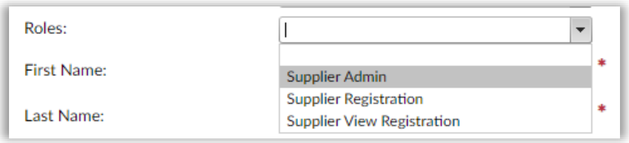
- After all of the information has been entered on the **Address Information** screen, click **OK**. The **Business Address** screen will reopen, and the updated address will be shown.
- If additional addresses are to be added - for **Remittance Address**, **Purchase Order Address**, etc... click **Add New Record**.
- Once all of the addresses have been added, the Vendor can edit the **Contact Information.**

Vendor Registration — Contact Information



- This information is pre-populated based on the Vendor's invitation.
- First name, last name and email address are required (phone number is optional)
- Clicking on the **Edit** button will open the **Contact Information** window where changes can be made to the existing information.
- Clicking on the **Add New Record** button will open the **Contact Information** window where information can be entered for the new contact type.
- **Primary/Sales Contact is required**
- Though optional, Vendors are encouraged to enter the various individual contact details for the following **Contact Types** at their organization to ensure specific communication is directed to the respective individual(s):
  - Primary/Sales Contact
  - Finance Contact
  - Finance (A/R) Contact
  - Warehouse/Logistics Contact
  - EDI Contact
  - Data Contact
  - Compliance Contact

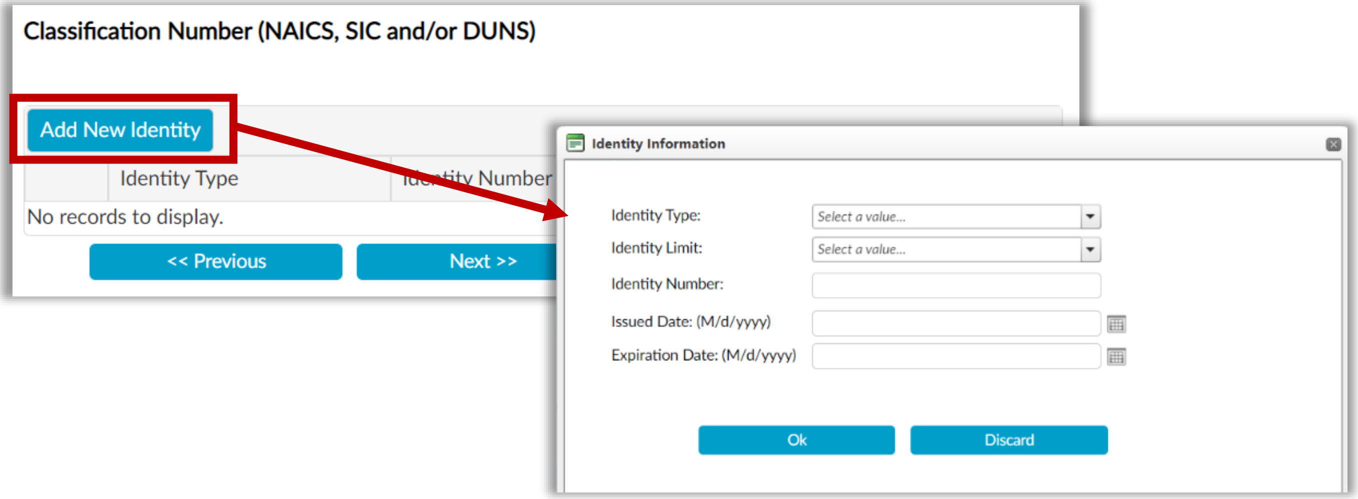
- **Roles** are assigned to each user by the Vendor; this includes the following role types:



  - **Supplier Admin** – contact who can assign roles to other individuals. The primary contact is automatically given the admin role
  - **Supplier Registration** – this contact can make edits to the registration but cannot assign roles
  - **Supplier View Registration** – this contact can view the registration but cannot make edits and cannot assign roles

Please note: the **Copy From** functionality allows a Vendor to assign the details of an existing Contact Type to another by selecting the contact name that applies, which will autofill the respective information.

Vendor Registration – Classification Number



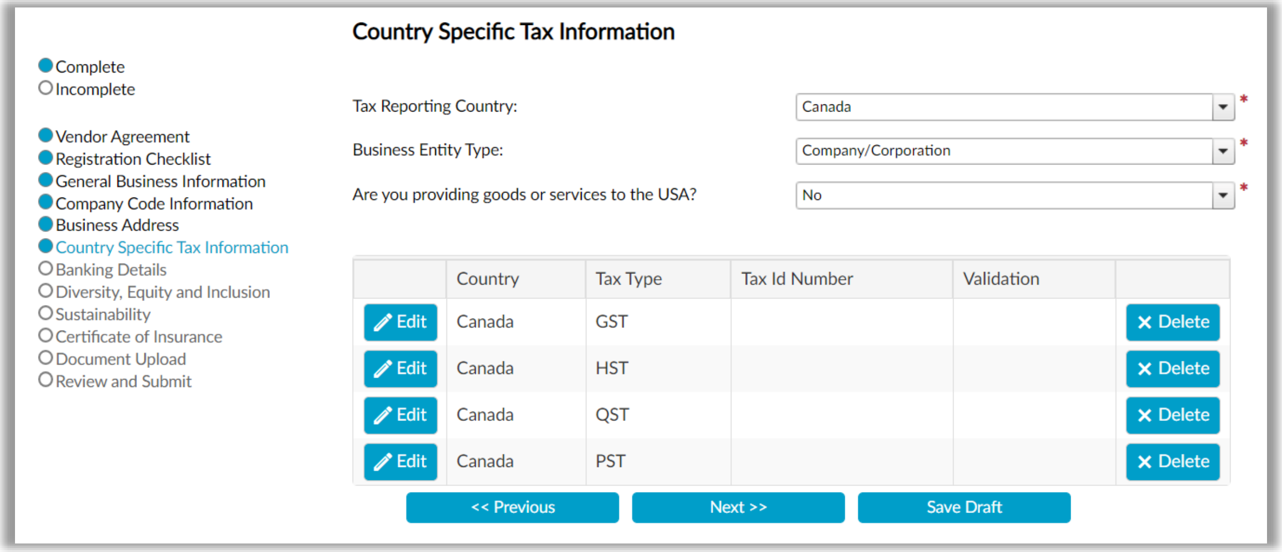
Classification number is an optional field; however, we encourage vendors to enter their unique classification number in this field, which may be used internally (i.e. for EDI set-up, etc.).

Clicking on the **Add New Identity** button will open the Identity Information window where information can be entered for the following classification types:

- Business Entity Identifier,
- Company Identification Number,
- DUNS Number.

Once all of the required information is entered, click **Next** to move to the **Country Specific Tax Information** screen.

Vendor Registration — Country Specific Tax Information

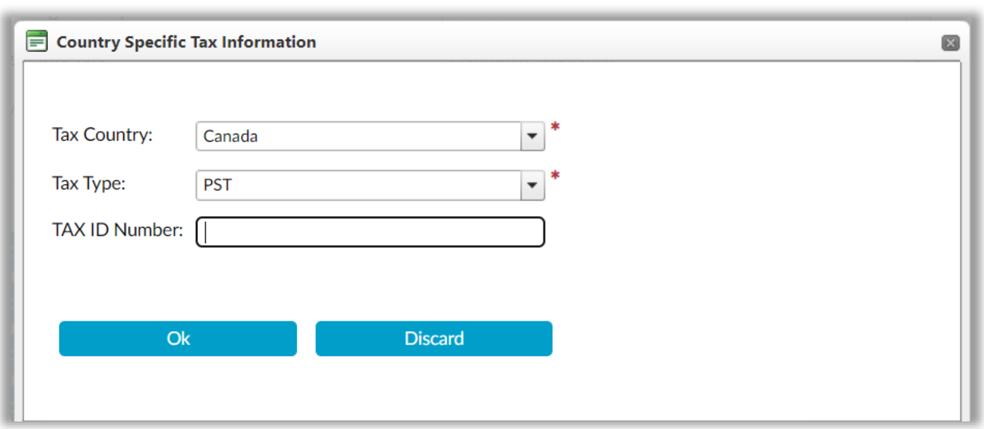


In this section, Vendors will be required to complete the following fields:

- **Tax Reporting Country**:
    - this will populate the applicable country taxes in the Tax Grid above
    - for example, see above taxes for tax reporting country Canada
- **Business Entity Type**
- Specify if goods/services will be provided **Inside the USA** or **Outside the USA** (this will help determine US tax requirements)

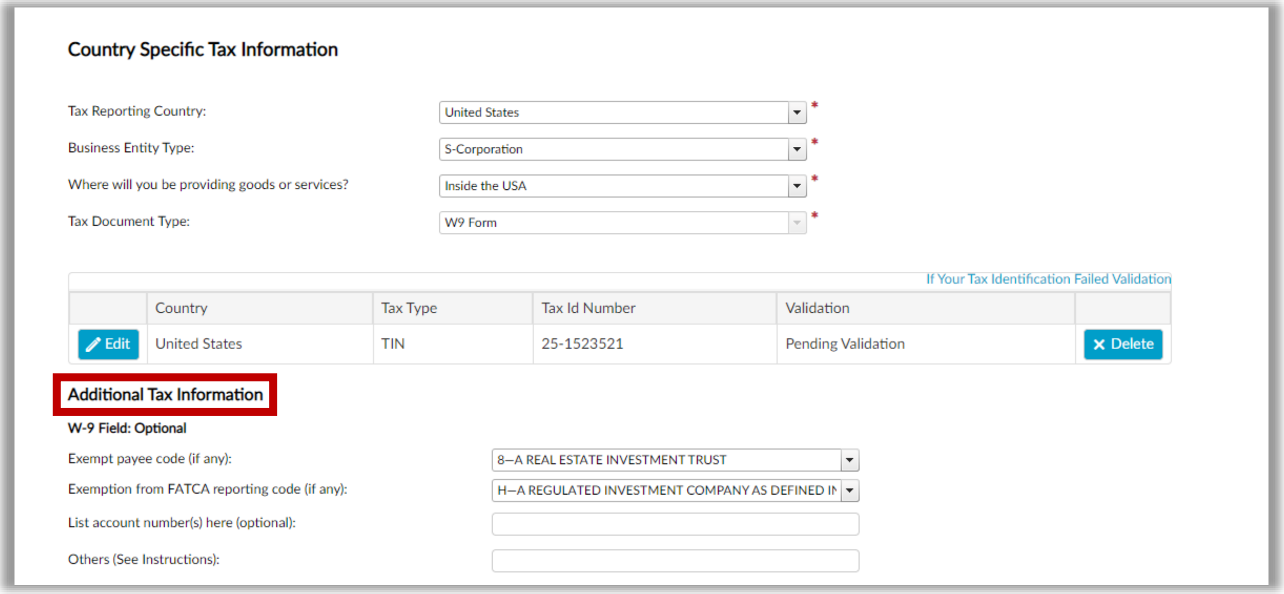
Though the above are required fields, entering the respective **Tax Identification Numbers** in the Tax grid is optional, though we encourage Vendors to provide these where available.

Clicking the Edit button will open the Country Specific Tax Information window; here the user can enter the information for the specified tax type.



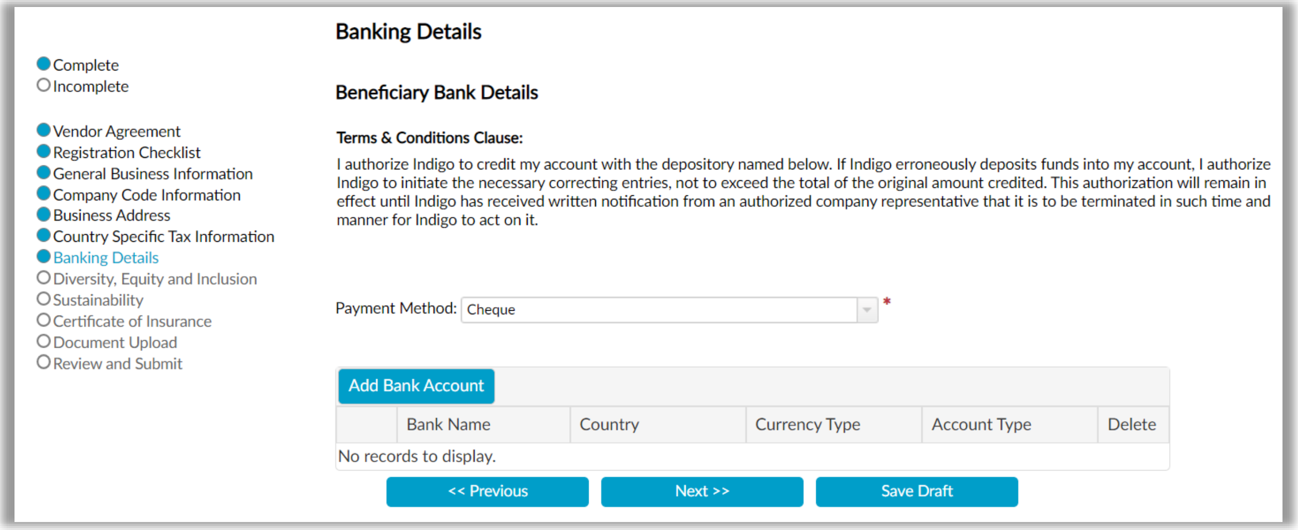
After filling in the Tax ID number, click the Ok button to return to the Country Specific Tax Information page, where the information will be validated by the system. If the validation fails for any reason, the user will receive a ***[Tax ID number] is Invalid*** message under the Validation column.

For Vendors providing goods/services inside the USA, the user will see a fourth field, **Tax Document Type**, with W9 Form already populated in the drop-down menu. Please fill out the fields under **Additional Tax Information** to create an electronic document.



- Click the **Next** button to continue to the **Banking Details** section.

Vendor Registration — Banking Details

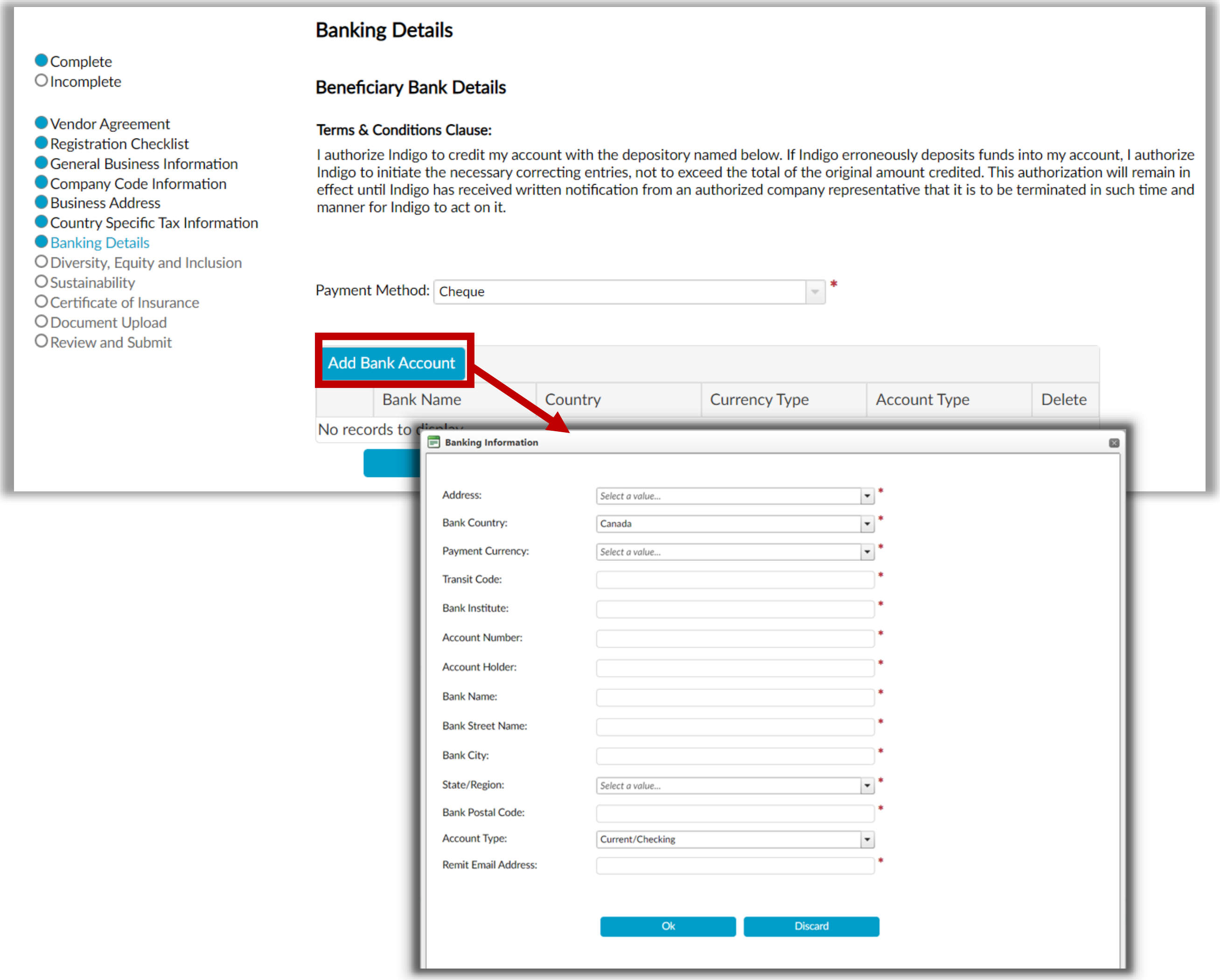


This page contains the Accounts Payable payment information.

- The **Payment Method will be prepopulated based on negotiations with the Merchant**: *Electronic Payment* or *Check*.
- If **Cheque** is selected, the **Banking Details** will not be required.
- For **Electronic Payment**, the **Banking Details** will be required.

Please note:

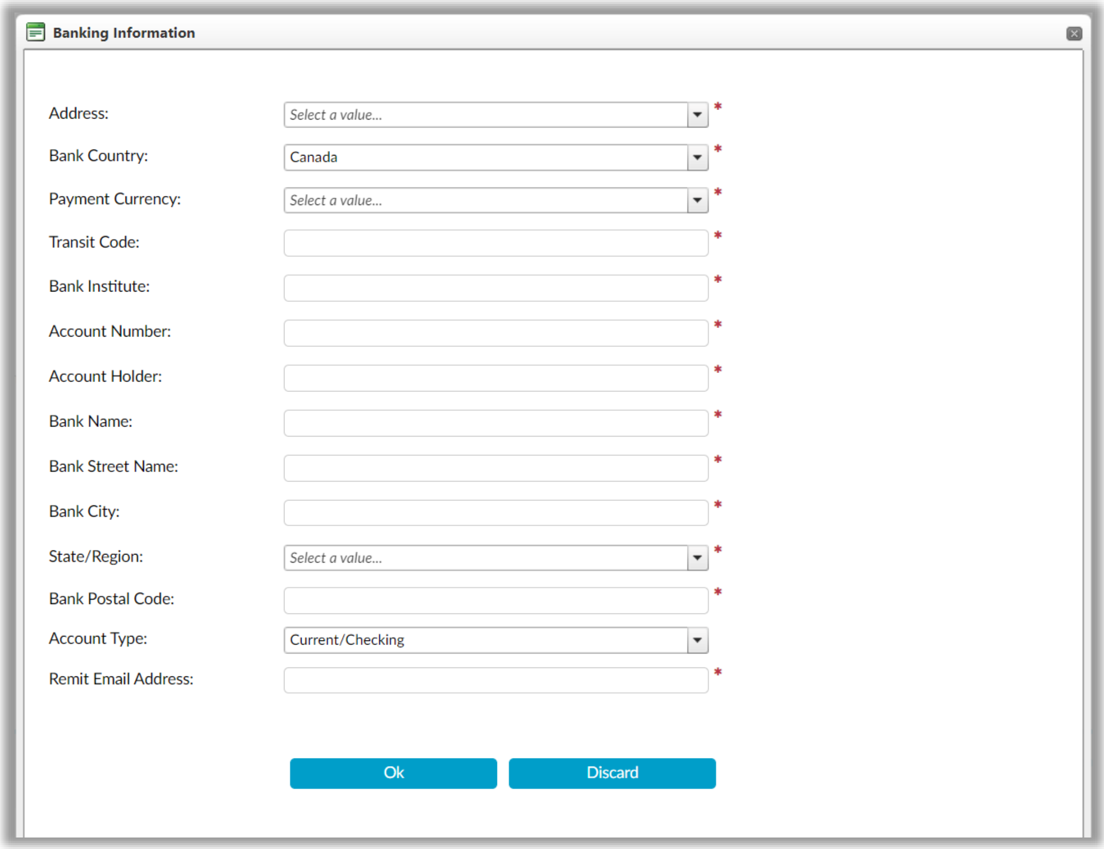
- The following page provides the general details needed for all bank countries, while the three pages that follow specify banking details required for Canadian, USA, and International banks respectively.
- Also, if the user clicks the  icon on the Banking Information window without entering the banking information, the Portal will display a message stating that accounts and banks must be valid. *The Portal will not allow the user to continue to the next page without valid banking details.*



Click **Add Bank Account** to begin entering the required **Banking Information** for electronic payments**.**

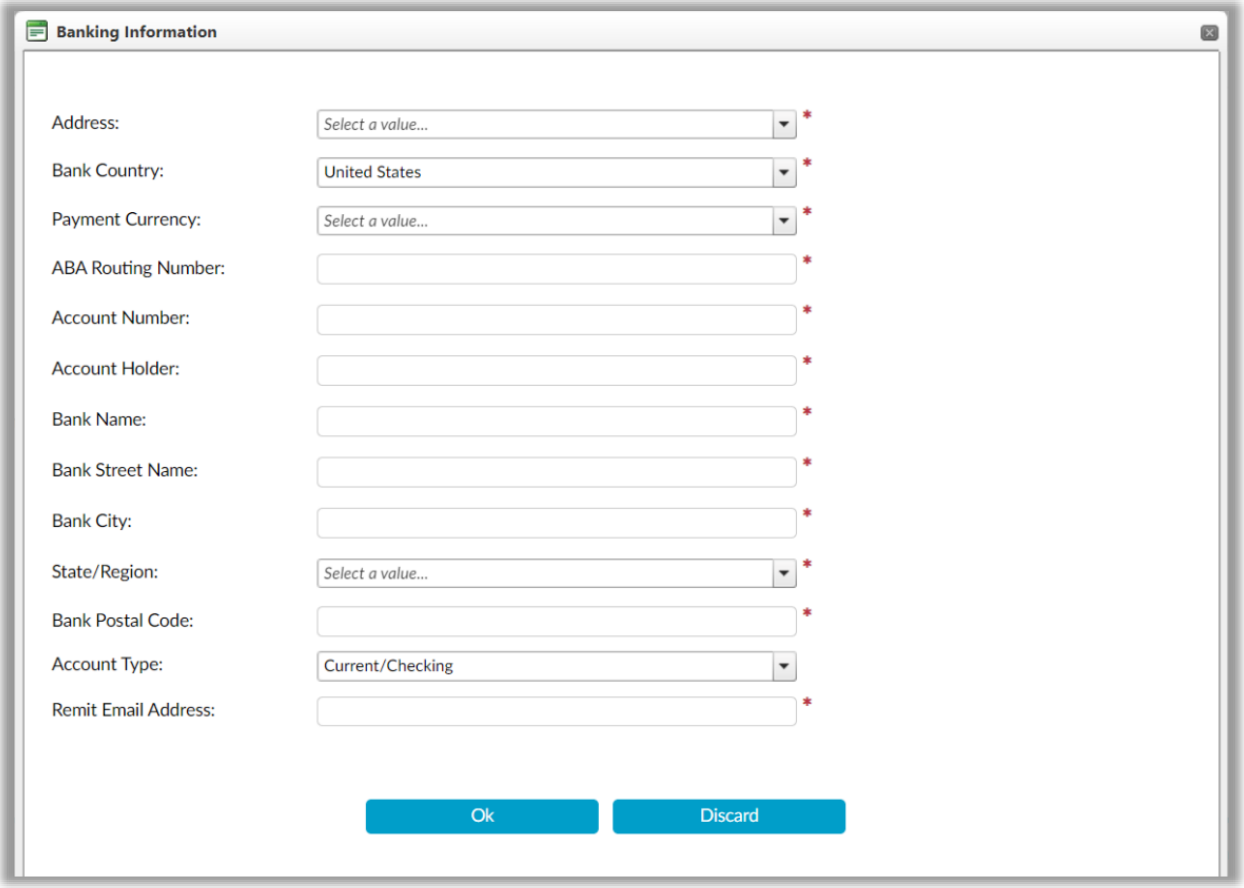
- **Bank Country:** The country where the bank is located.
- **Account Holder:** this will be pre-populated by the system using the vendor's business name
- **Bank Name:** The name of the financial institution.
    - This should auto-populate by the system
    - In the event that it does not auto-populate, vendors are expected to enter the respective Bank information
- **Bank Street Name:** The bank's street address including street name and number.
- **Bank City:** The city/town where the bank is located.
- **State/Region:** The state/region where the bank is located.
- **Bank Postal Code:** the postal code where the bank is located
- **Account Type:** the type of banking account: Current/Checking or Savings
- **Remit Email Address:** the email address where all Remit correspondences are submitted

Vendor Registration — Banking Information for Canadian Banks

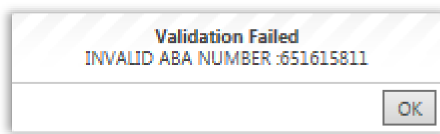


- **Transit Code:** the five (5) digit numeric code identifying the bank's branch
- **Bank Institute:** the three (3) digit numeric code identifying the bank
    - After entering the Bank Institute number, the bank name and address details will be auto-populated by the system
    - If those details do not fully populate, please enter the information in the missing fields
- **Account Number:** the vendor's account number provided by the financial institution

Vendor Registration — Banking Information for US Banks

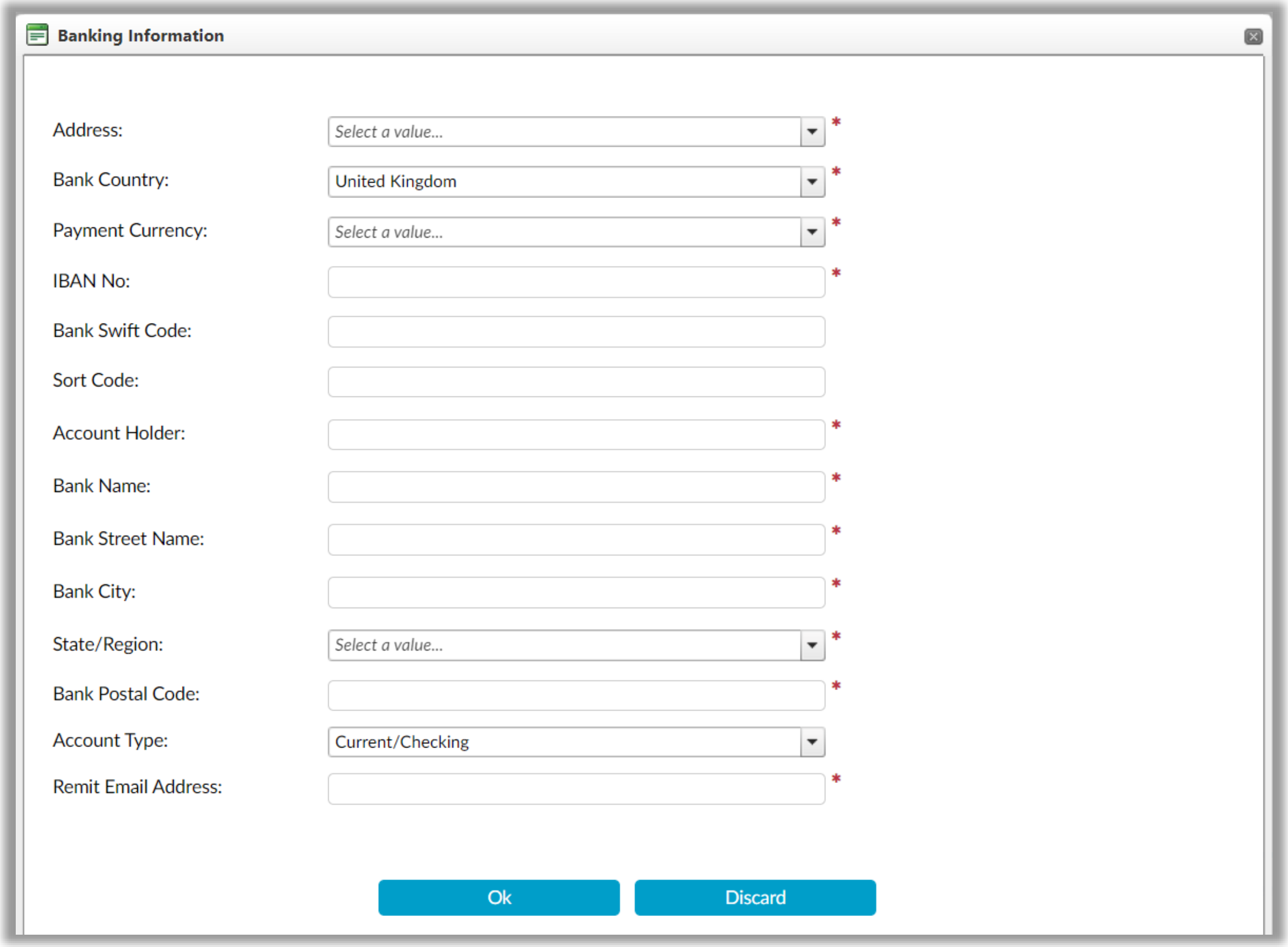


- **ABA Routing Number:** A nine-digit code at the bottom of negotiable instruments to identify the financial institution on which it was drawn.
  - Banking validation will occur for the Routing Number; if failure occurs, the message to the right will appear.
  - Please verify account and re-enter.



- **Account Number**: the vendor's account number provided by the financial institution

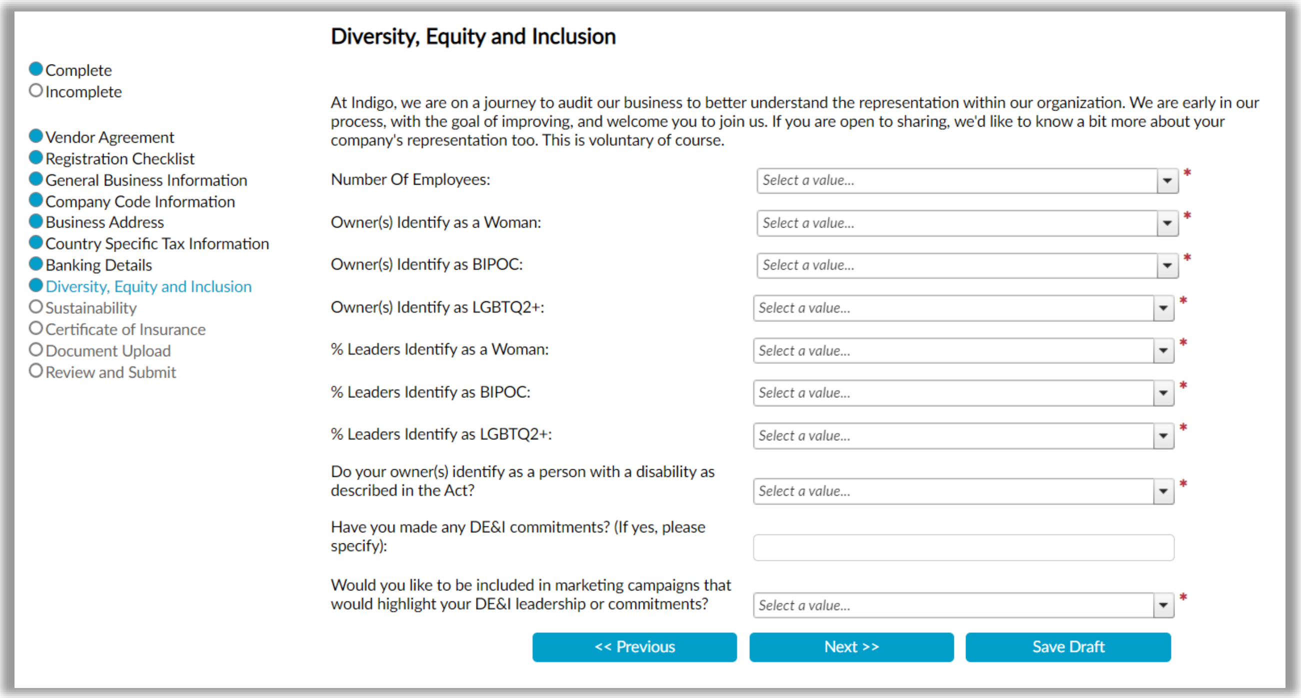
Vendor Registration — Banking Information for International Banks



- **IBAN No.:** The number used to uniquely identify an individual account globally. This number is used when transferring money between accounts, in particular for international wire transfers.
- **Bank Swift Code:** The code is used to uniquely identify banks and financial institutions globally. These codes are used when transferring money between banks, in particular for international wire transfers.

Some countries may have specific banking details not shown here – if so, please ensure that all fields marked with an * are filled out.

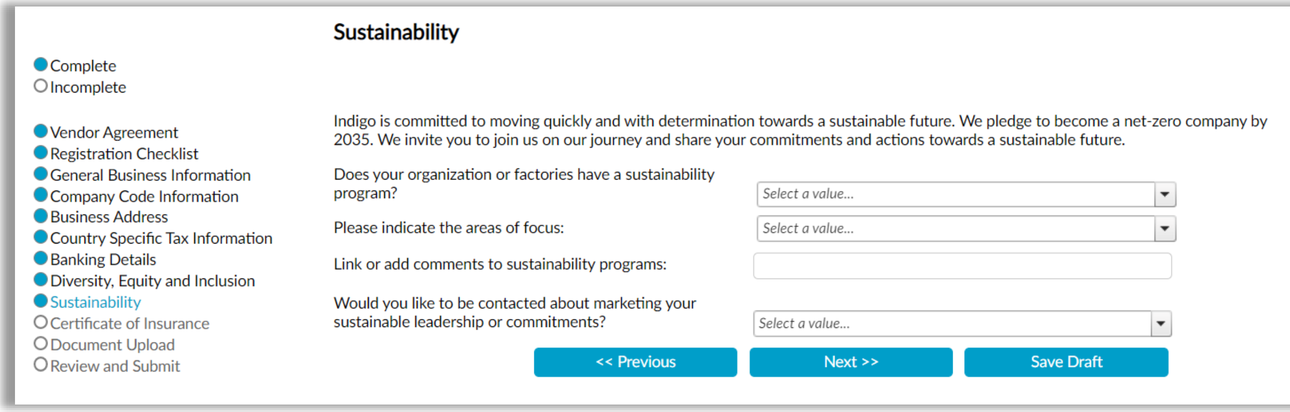
- Once the banking details have been entered, click **Next** to continue to **Diversity, Equity and Inclusion**.



Diversity, Equity and Inclusion

- At Indigo, we are on a journey to audit our business to better understand the representation within our organization. We are early in our process, with the goal of improving, and welcome you to join us. If you are open to sharing, we'd like to know a bit more about your company's representation.
- This section is **mandatory** for all vendors.
- Click **Next** to continue to **Sustainability**.

Vendor Registration — Sustainability

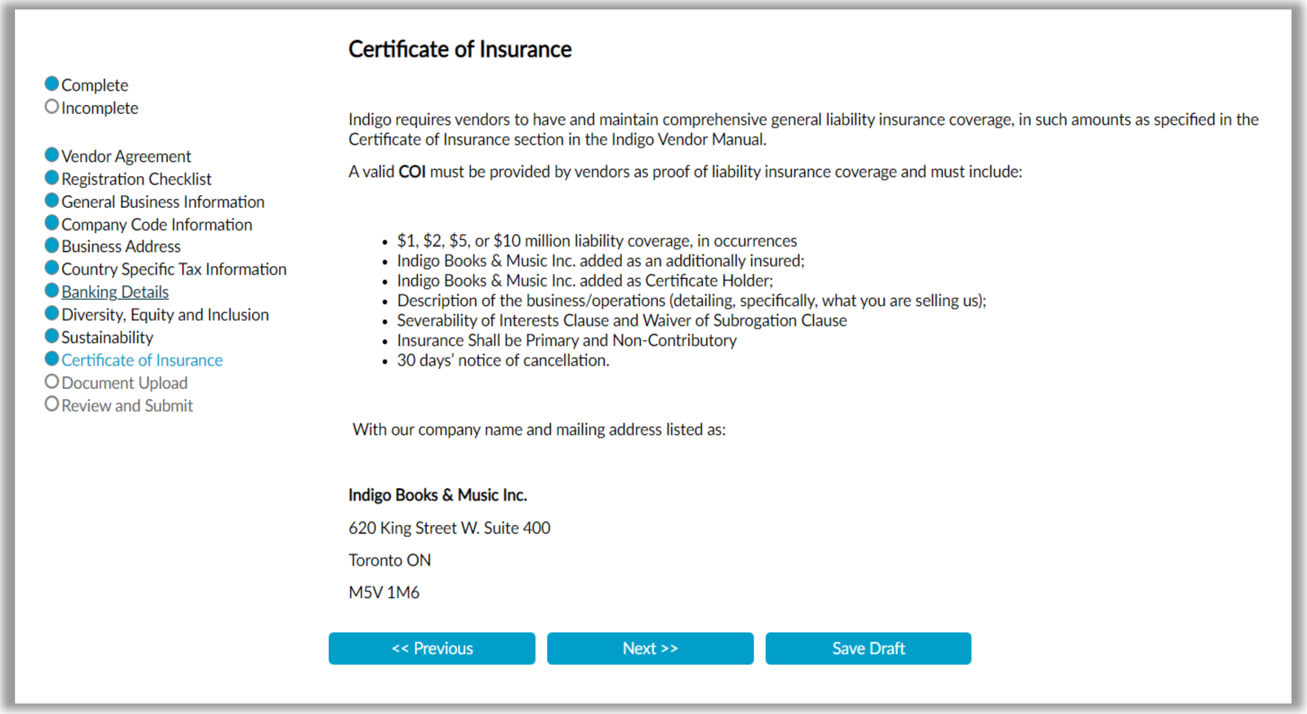


Sustainability

- This section allows Vendors to share insights on their sustainability efforts
- Although this is an **optional** section, we encourage Vendors to provide the respective information where available.

- Click **Next** to continue to **Insurance Information**.

Vendor Registration — Insurance Information



Certificate of Insurance

- Complete
- Incomplete

- Vendor Agreement
- Registration Checklist
- General Business Information
- Company Code Information
- Business Address
- Country Specific Tax Information
- Banking Details
- Diversity, Equity and Inclusion
- Sustainability
- Certificate of Insurance
- Document Upload
- Review and Submit

Indigo requires vendors to have and maintain comprehensive general liability insurance coverage, in such amounts as specified in the Certificate of Insurance section in the Indigo Vendor Manual.

A valid **COI** must be provided by vendors as proof of liability insurance coverage and must include:

- $1, $2, $5, or $10 million liability coverage, in occurrences
- Indigo Books & Music Inc. added as an additionally insured;
- Indigo Books & Music Inc. added as Certificate Holder;
- Description of the business/operations (detailing, specifically, what you are selling us);
- Severability of Interests Clause and Waiver of Subrogation Clause
- Insurance Shall be Primary and Non-Contributory
- 30 days' notice of cancellation.

With our company name and mailing address listed as:

Indigo Books & Music Inc.

620 King Street W. Suite 400

Toronto ON

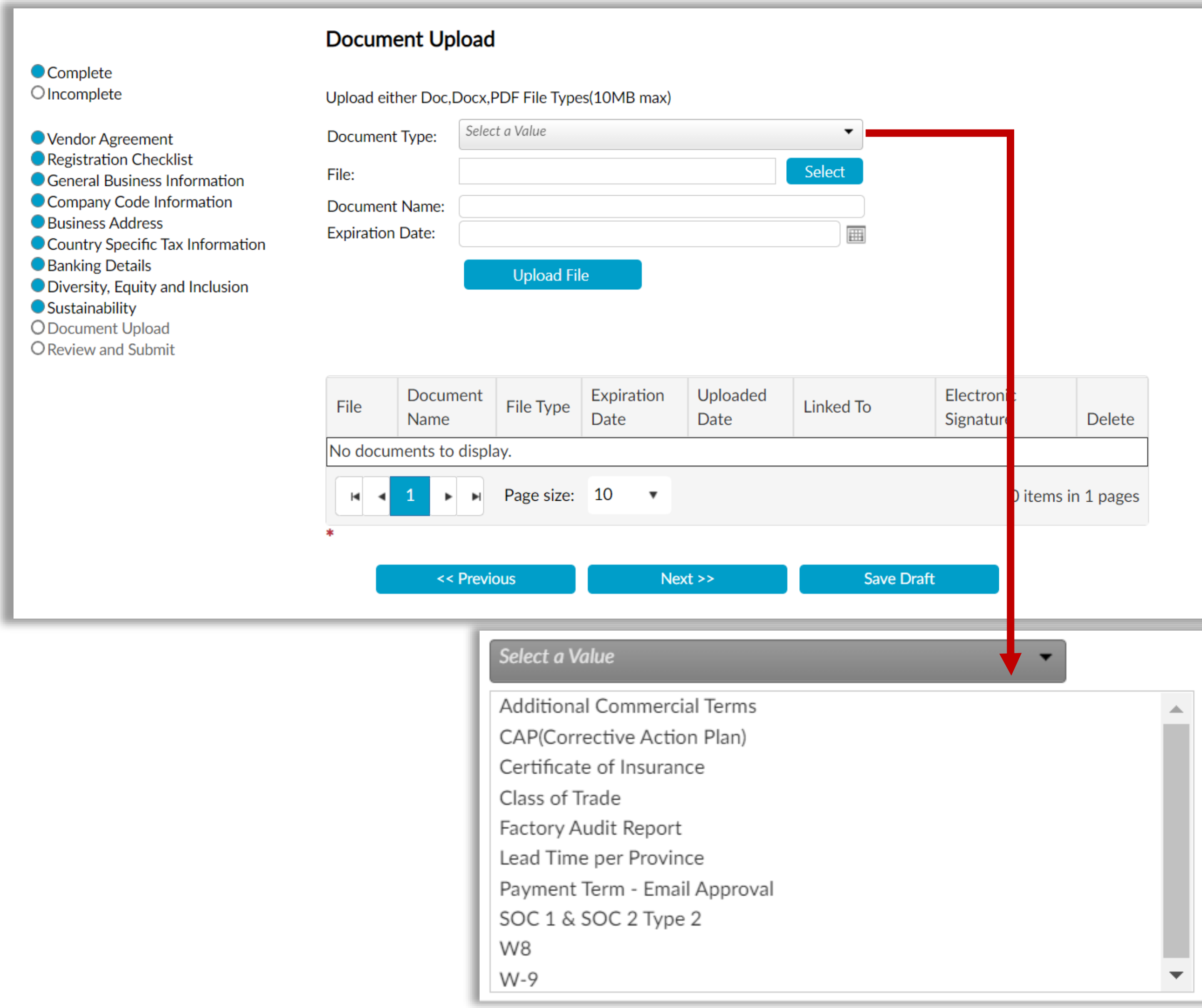
M5V 1M6

<< Previous | Next >> | Save Draft

Insurance Information

- **Indigo requires vendors to have and maintain comprehensive general liability insurance coverage, in such amounts as specified in the Certificate of Insurance (COI) section in the Indigo Vendor Manual.**
- Where applicable, Vendors will be required (and prompted) to **upload a valid COI** for the required coverage amount in the **Document Upload** section and also to **enter the COI Expiration Date** (as indicated on the respective COI document)
- Please ensure that the **Legal Company Name** as entered in the General Business Information section is included on the COI document.

- Click **Next** to continue to **Document Upload**.



Document Upload

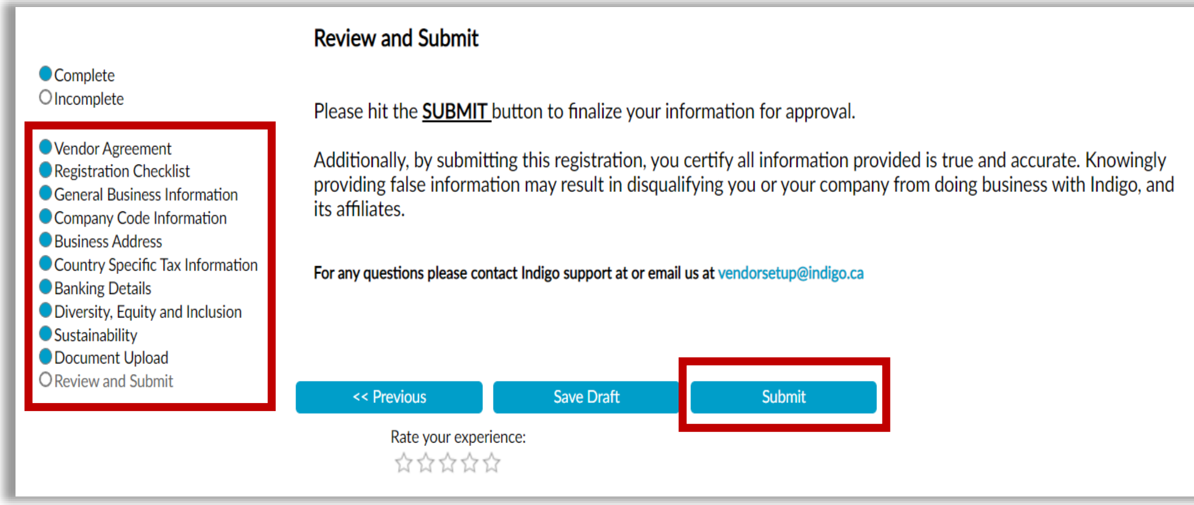
- This page is where all required documents will be displayed once uploaded if required (ex: Certificate of Insurance, Class of Trade, etc).
- Make sure all documents are electronically filed on the local PC.
- Please note: there will be a template available in the Documents section of the portal for select required documents (ie Class of Trade, Lead Time per Province, Additional Commercial Terms) that vendors may download, complete and upload to the Portal.

If the Vendor has a previously completed version of these documents, and would prefer to upload their own copy, follow these steps:

- Delete the documents created by Vendor Portal by clicking the ✗ at the end of each line.
- **Document Type:** Select the type of document from the dropdown menu.
- **File**: Click **Select** and attach the document from the local PC.
- **Document Name** (optional): Title the document
- **Expiration Date**: required field for certain document types where expiration date applies (i.e COI, Factory Audit, etc…)

- Click **Upload File.**
- After uploading each document, it will appear in the file box.
- Repeat the upload process for each required document.
- If a required document has not been uploaded, a warning will appear with the name(s) of the documents still required.
- After all required (and optional) documents are uploaded, click **Next** to continue to **Review and Submit**.

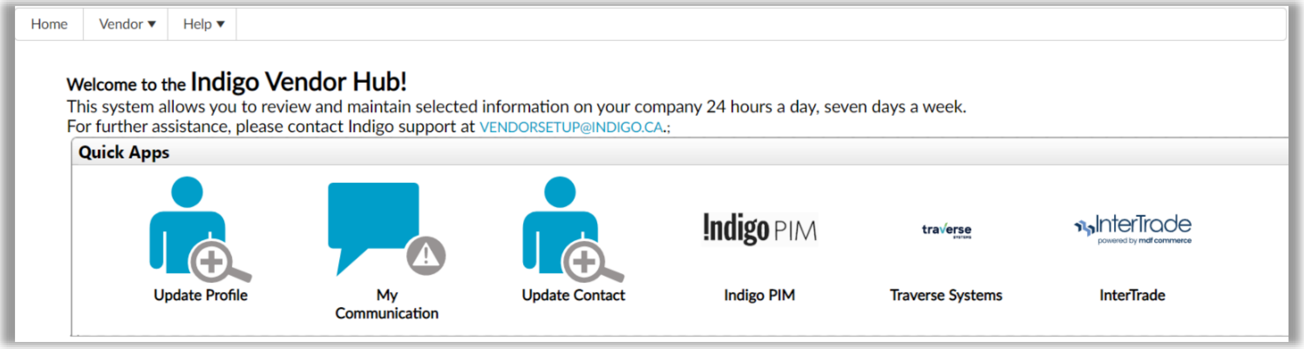
Vendor Registration — Review and Submit



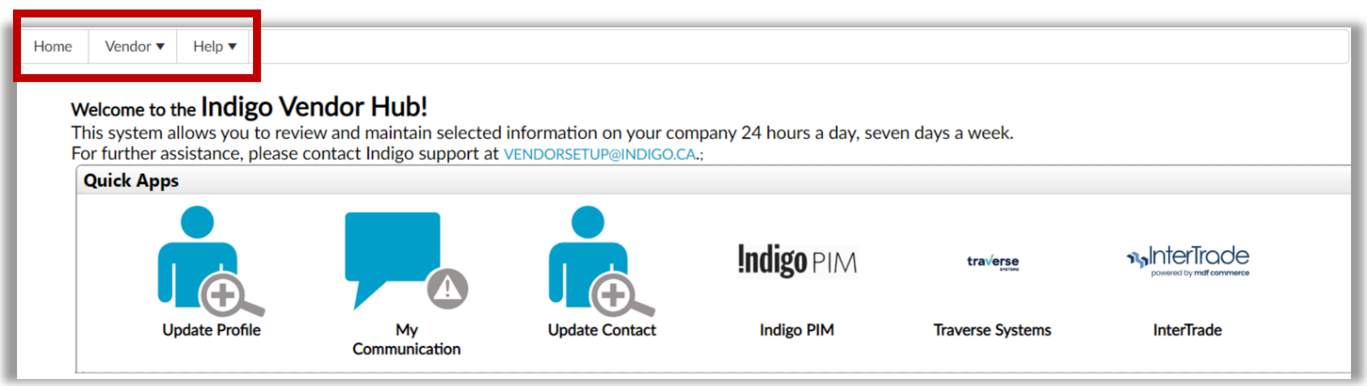
Review and Submit

- All pages have now been completed.
- All pages should have all blue circles filled in. If not, please click **Previous** to go back to the page, or click the name of the page to move to that page.
- Click **Submit** to complete the process.
- If the Vendor is not ready to submit, click **Save Draft** to complete at a later time.

Vendor Home Page



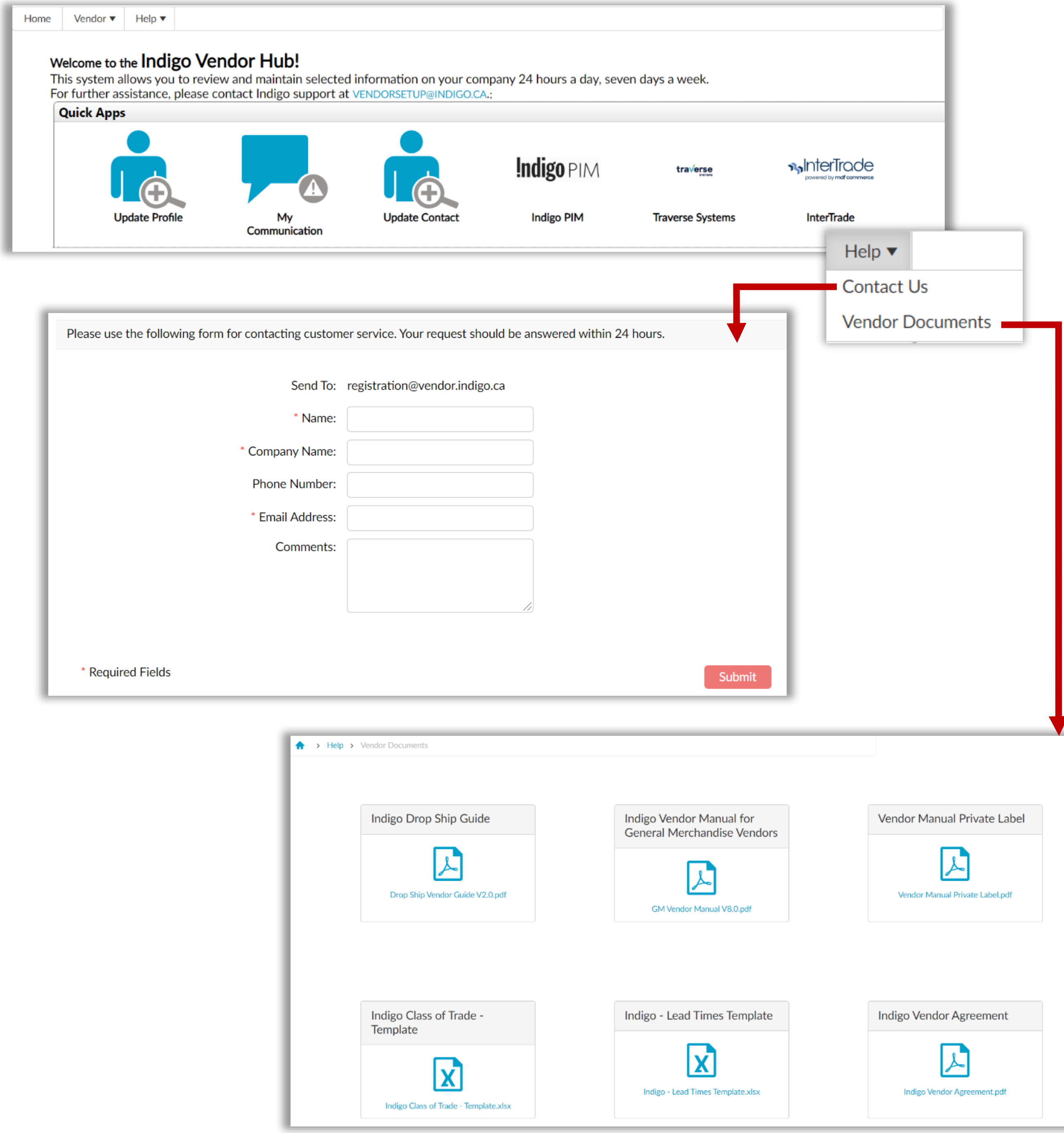
- Once the registration process is completed, the **Home Page** displays several items after approval.
  - **Update Profile:** Allows the vendor to view and edit the registration form
  - **My Communication:** Provides a platform for communication between the vendor and merchant
  - **Update Contact:** The vendor can update key contacts information here



In addition to the **Quick Apps**, there are several other applications available in the header sub-menus.

- **Home:** Takes the Vendor back to the Home Page.
- **Vendor:** Access to update the profile and submit notes to the Administrator.
- **Help:** Access key **Vendor Documents.**

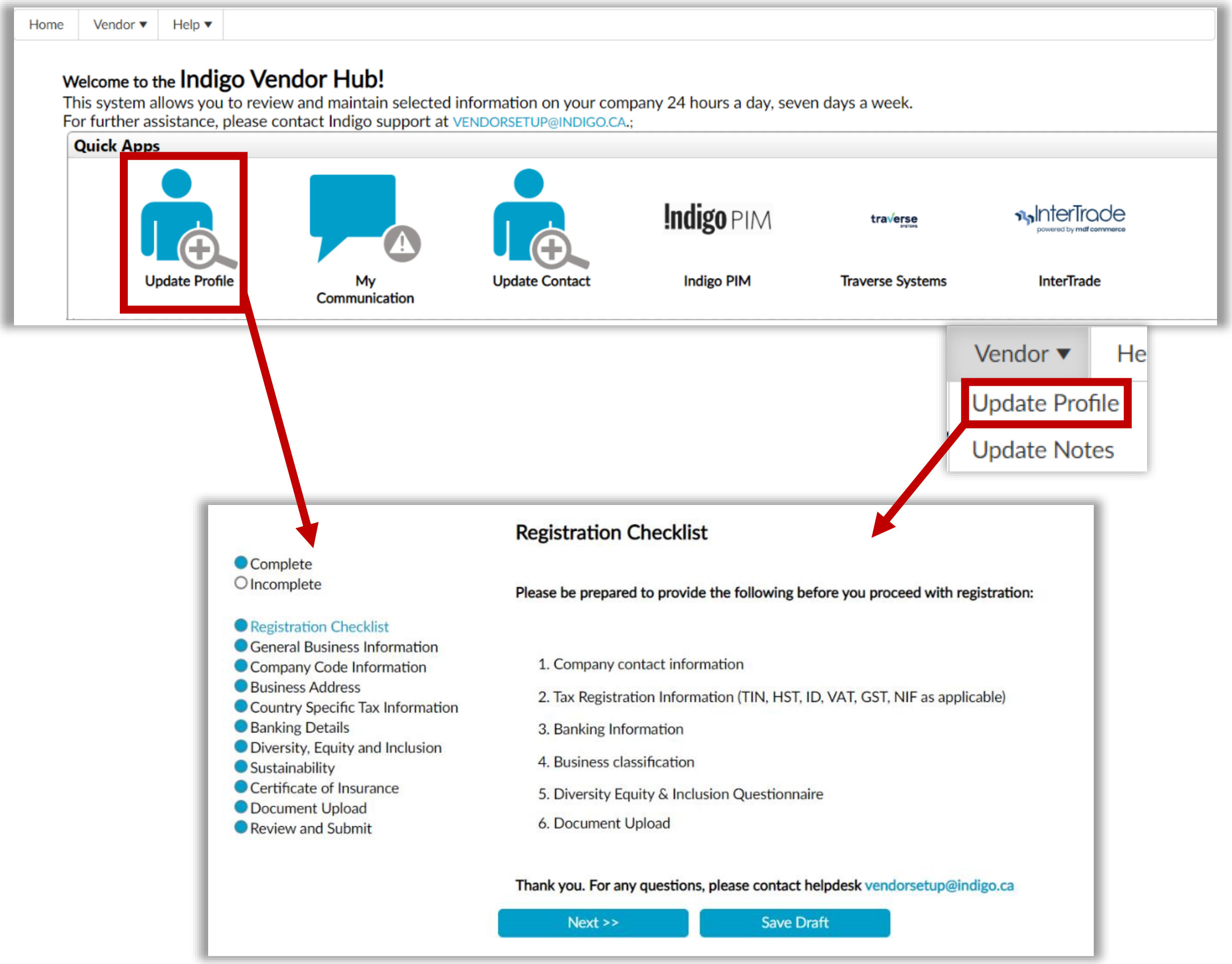
Help



Contact Us: Provides a form to submit questions/comments to the Send To email address.

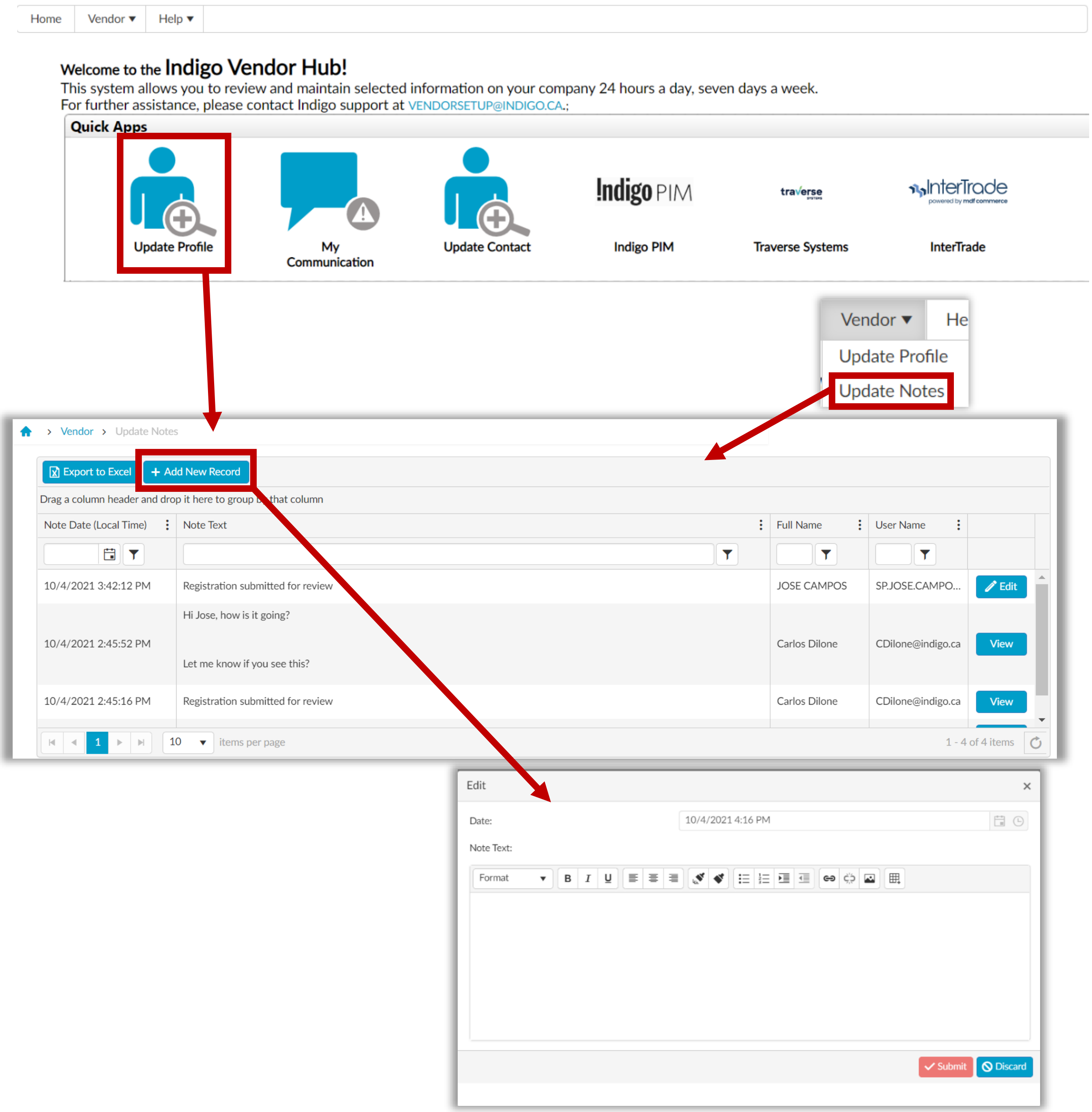
Vendor Documents: Provides links to key vendor documents (i.e. manuals, guides, Code of Conduct, etc…); additional documents and updated document versions may be added to this section by the Administrator at any time.

Vendor — Update Profile

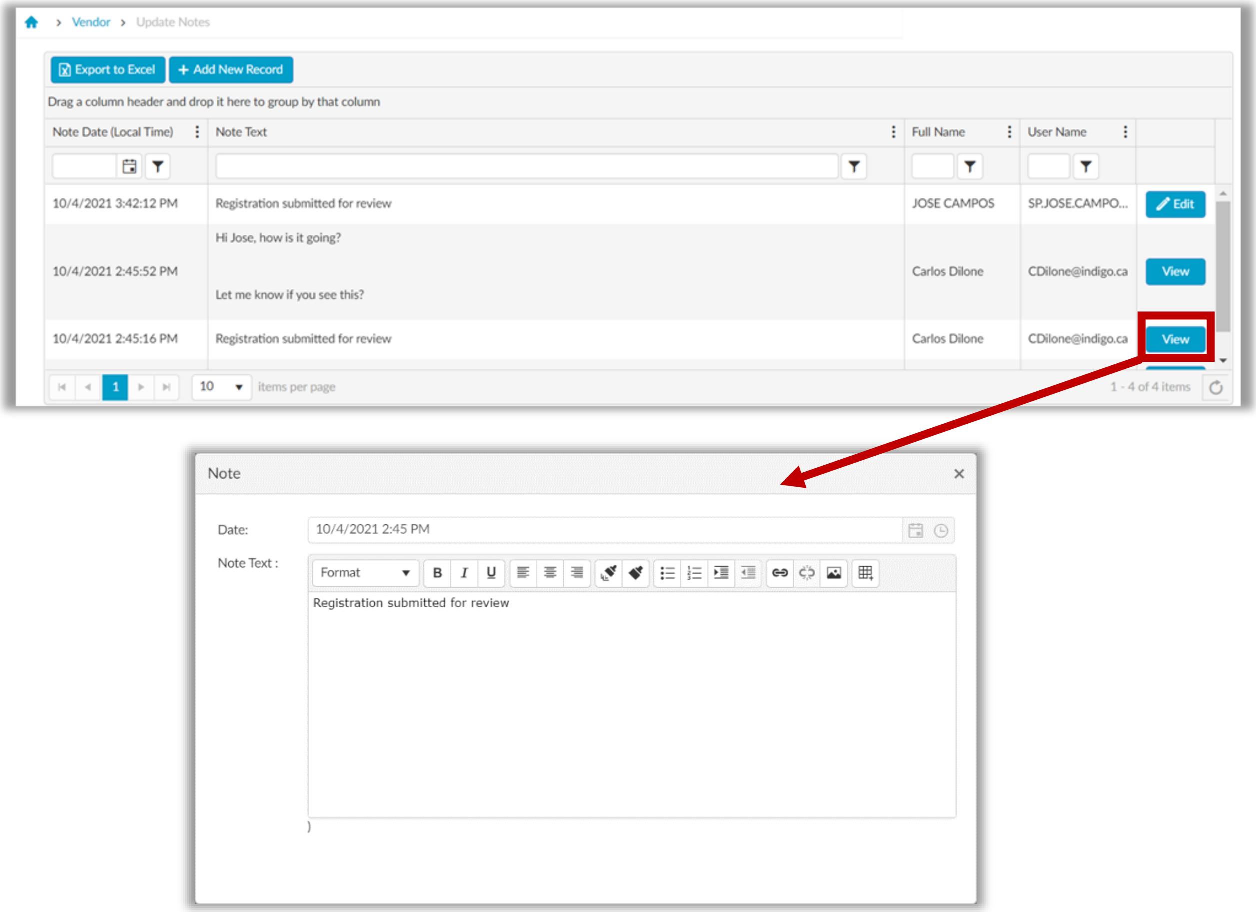


- Clicking **Update Profile** in the Quick Apps dock (or **Vendor** > **Update Profile** from the menus) displays the Registration Checklist, or the last section completed.

Vendor — Update Notes/My Communication



- Clicking **My Communication** in the Quick Apps dock (or **Vendor** > **Update Notes**) displays **Update Notes**, which shows all of the current notes about the account.
- Clicking **Add New Record** allows the Vendor to enter notes for the Administrator.
- After entering the Note Text, click **Submit**. The note will appear at the top of the listing.
- An email will be sent to both the Vendor and the Administrator to inform them of the new note.



- Clicking **View** for a note will display the full text of the note and a timestamp

Support

Should you require any further assistance with the Indigo Vendor Hub and Vendor Registration, please contact us via **Help / Contact Us** on the **Home Page**, or by sending an email directly to VendorSetup@indigo.ca