VoB – FENDI Vendor OnBoarding Portal
Supplier Handbook
Summary

1. Introduction ................................................................................................................... 1
2. Fendi VoB Portal Home Page ............................................................................................. 2
3. Dashboard overview ........................................................................................................ 3
4. Strong authentication ........................................................................................................ 4
5. Onboarding process ........................................................................................................ 5
   5.1. First access to Fendi VoB Portal .................................................................................. 5
   5.2. Registration data ........................................................................................................ 7
   5.3. Basic Profile Forms ..................................................................................................... 12
   5.4. Category selection ...................................................................................................... 20
   5.5. Specific forms ............................................................................................................. 22
   5.6. Onboarding process completed ................................................................................... 22
6. How to view and edit the information provided ................................................................... 25
7. How to change bank data ................................................................................................. 32
8. Fendi evaluation completed .............................................................................................. 39
1. Introduction

In this handbook will be explained the functionalities and the processes available in Fendi VoB Portal for Supplier. The document is focused on the following issues:

- Fendi VoB Portal Home Page
- Dashboard overview
- Strong authentication
- Onboarding process
- How to view/edit the data provided (general company data and classification)
- How to change bank data
- Fendi evaluation completed and feedback received
2. Fendi VoB Portal Home Page

The url to access at Fendi Vendor OnBoarding Portal is [https://vob.fendi.com](https://vob.fendi.com)

The home page of the portal is divided in three main sections:

- **Login area**: allow supplier to enter username and password to login to the Fendi VoB Portal and to request for a new password
- **Documents**: allow supplier to download Fendi VoB Portal manual
- **Contacts**: provide Fendi contacts in case of support
3. Dashboard overview

The supplier dashboard has different sections:

**My Editable Assessment**: supplier can easily access to the documentation requested by Fendi

**Quick Links - Organization Profile**: supplier can directly access to the company information in order to view/change data

**Qualification Assessment**: supplier can directly access to view the list of codification/extension process managed by Fendi legal entities.
4. Strong authentication

The supplier to login to the portal has to insert his credentials in the home page of the portal: username and password. Since there is a strong authentication system in place, after entering his credentials the platform requires to enter the OTP code to finalize the login. It means that the supplier will receive by SMS the OTP code (6 numbers) to enter in the platform for proceeding.

The SMS is sent automatically to the mobile number indicated by the supplier in the Super User Details section of the registration form.

The strong authentication process has to be managed by supplier at every login.
5. Onboarding process

5.1. First access to Fendi VoB Portal

The process starts from Fendi user that manages the registration in Fendi VoB Portal by inserting few company information such as Company name, email of the contact person, mobile number of the contact person and language.

After that supplier receives the registration email with his credentials: username and password.

The supplier will enter them in the Fendi VoB Portal home page https://vob.fendi.com in the Login Area section.

Immediately supplier will receive by SMS the OTP code to enter in the “OTP Token Required” field.
Then supplier can click on “Submit” to proceed.

At the first login to Fendi VoB Portal supplier has to accept the “Platform - Terms of Use” in order to proceed. Supplier has to click “I agree” and then “Next”.

The acceptance is requested only one time.

At the first login supplier is also requested to change his password that must:

- Contains at least 8 characters
- be different from the username
- be different from the previous 4 passwords

Then click on Submit
5.2. Registration data

The first step of the Fendi VoB Portal onboarding process is to fill in the Registration Data form. It is divided into 2 sections: Organization Details and User Details.

Supplier will see that the following fields have been already prefilled in by Fendi user, but they can be modified:

- Company name
- Mobile
- Email
- Preferred language
- Time zone
The username is automatically generated by the platform and it is a sequence of letters, numbers and symbols (i.e. 9905573257+h) and it can be changed by the supplier.
The supplier to fill in the Registration Data form has to search his Company profile by clicking on “Search your Company data in Cribis D&B”, in order to automatically pre fill in some fields of the form with company and additional information already active in Cribis database.

To search supplier has to fill in Company Name and Country fields and click on Search. The other fields can be filled in in order to refine the results in Cribis database.

The platform will display the records found in Cribis database. Supplier has to select the correct one, in case there are more than 1 records, and click on Download data or Update the Registration Form.
Automatically supplier is addressed back to the Registration Data form where some fields of the Organization Details section are already pre filled in.

Supplier can overwrite data imported by Cribis, if they are not correct, otherwise just proceed with the completion of the form.

If supplier will not find his company in Cribis database no data will be pre-filled in and supplier will have to fill in all requested data.

**NOTE:** The field “Company Registration Number/Extra EU Tax ID” will be automatically populated with the Cribis code for Italian supplier and the DUNS Number for the foreign suppliers. Supplier doesn’t have to cancel or overwrite this field.

It is important to remind that all fields marked with red asterisk are mandatory * to proceed.

With regard to company identification code fields:

- Fiscal code: is only for Italian company
- VAT Number: is only for Italian company
- EU VAT Number: is mandatory for all company with registered office in Europe
- Company registration number/Extra EU Tax ID: is mandatory for all company with registered office extra Europe
When the form is completed click on **Save and Continue**.
5.3. Basic Profile Forms

The second step of the onboarding process is the completion of the Basic Profile Forms.

First supplier has to download, read, understand and accept the following 2 documents:

- Supplier Code of Conduct
- Code of Conduct

Supplier can download the document clicking on the file (i.e. Supplier Code of Conduct USA)

Then he has to accept its content selecting I confirm in the drop down menu.

Then click on Save and Continue.
The next step is the **Additional Information** form where supplier is requested to fill in all mandatory information to proceed. It’s divided in different sections (i.e. Additional Information, Administration contact, Billing data etc) and all of them have to be duly filled in. When finish click on **Save & Continue**.

If at the Business Continuity Plan and DarkBeam Data Risk Assessment questions the supplier answered “Yes” the additional forms with attachment are requested. To attach the file supplier has to click on **Click to attach file**.

Then click on **Select a File to Upload**.
Select the file to upload on Fendi VoB Portal and click on Open

Then on Confirm
The file uploaded will be visible on the screen and supplier can proceed by clicking on Save & Continue.

The next step is the **Payment method** form, **applicable only for Fendi North America**, where supplier has to indicate the “Payment method” and the “Check delivery method”.
Then the “Number of bank data” form where according to the number of bank data specified by supplier (from 1 to a maximum of 10) the same number of forms have to be filled in.
In case of one bank data supplier, will select 1 in the drop down menu.

With regard to the first bank account supplier has to specify the **Bank nationality** selecting the right option from the menu and then click Save & Continue.

In the next form called Bank Data 1 supplier has to provide all bank details related to bank data 1 such as: ABA Code form American bank data, bank letterhead, bank address, SWIFT code etc.
Moreover in case of account holder name different from company/professional name supplier has to provide detailed reason filling in the **Bank Data 1 – Account Holder** form.
In some cases, depending on goods/service categories selected by Fendi user (at the starting point of the process) supplier has to fill in the 3rd party security policy form providing the requested attachment.

The last form is the Payment Terms and it is only readable to inform supplier about the payment terms defined by Fendi user.
Supplier that will be working with Fendi Japan K.K. legal entity has to fill in also the **Company info - Japanese Alphabet** form. The content of the form is the following:

### 5.4. Category selection

The third step of the process is the category selection. Supplier will find the category previously selected by Fendi. In the printscreen below for example the category selected by Fendi is Artist. The supplier will view the category selected by Fendi but he cannot delete them.
Anyway supplier can add new categories selecting them from the category tree. There are different level of categories and supplier can choice only the last available level. For example in the printscreen below supplier cannot choose the category Celebrities because there is another sub level available which is Artist or Talent.

In the example below supplier has added the category Talent by putting a flag in the square near the category code and name. Then click on Confirm.
5.5. Specific forms

After the category selection step some specific forms will appear such as **Withholding Tax**, applicable only for Fendi North America and Fendi Japan. Supplier has to fill in all mandatory information and then click Save & Continue.

![Withholding Tax Form](image)

5.6. Onboarding process completed

The last step of the onboarding process is the confirmation page where the platform shows the list of forms filled in.
Supplier will receive the email confirming the end of the onboarding process. Fendi will evaluate all the documentation received and will provide a feedback.
Dear Supplier,

Your account has been activated on FENDI Vendor Portal.

You can now use your Username and Password to access all the available areas of the platform.

As a reminder the Username you selected is: supplier01

The site address is: https://fendi-prep.app.jaggaer.com

Note: Your platform access credentials can be accessed via the Username or Password recovery area on the login page.
6. How to view and edit the information provided

Supplier can always access to all data provided during the onboarding process clicking on Organization Profile.

Supplier will be automatically addressed to Registration Data section where all the basic company information has been previously filled in. Supplier clicking on Edit can change some data.

When the modifications are completed click on Save.
To change the main user contacts supplier can click on the user icon at the top right of the page and then click on User Profile.

Here supplier can click on Edit to change the Super User Details or click on Change Password to change his password.
He can modify the value of the fields and then click on Save.

In the section called **Basic Profile** supplier can view all the information provided in the different form during the onboarding process.
To view the information supplier can click on the form name and open it.

All data contained in the form will be visible but supplier is not allowed to change them.

In the **Extended Profile** section supplier can view all the forms that he can edit autonomously.

To edit some information supplier has to click on the file name and then on Edit.
Supplier can modify the data and then click Save & Continue.

In the **Status Summary** section supplier can view the platform access status which is Active when the onboarding process is completed. This area provides also an overview of the basic/extended forms completion and classification (the icon ✓ means that all forms/classification have been completed).
In the **Response** section supplier can view the entire list of information provided.

To view the classification supplier has to go to **My Categories** section of the portal.

Here supplier will view all the categories associated to his company.
To summarize supplier can change anytime the following information just clicking on Edit and following the procedure explained above:

- Registration Data form
- Extended Profile forms
7. How to change bank data

If supplier needs to change bank data he has to ask permission to Fendi since they are sensitive information. To send the request to Fendi the supplier has to login to Fendi VoB Portal click on Qualification Assessment.

Qualification Assessment section includes the list of all codification/extension processes managed by the different Fendi legal entities. Supplier has to click on the Legal Entity name (in case there are more than one select the appropriate one).

Then click on Messages and then Create Message.
Supplier has to fill in the Subject and Description field specifying which bank data he wants to change and, optionally, insert attachment.

Once filled in supplier can click on Send Message.
After that supplier will be addressed to the list of sent messages.

Automatically Fendi local finance user will receive a notification about supplier request. After that Fendi user will send the bank data form to supplier in order to allow the modifications. Supplier will be immediately notified by email where a direct link is there.
Clicking on the link the supplier will land at the login page where he has to insert username and password.

In case supplier wants to access to Fendi VoB Portal from the home page, not using the email link, after the login he has to click on the process mentioned under "My Editable Assessment" section.

Using the email link, after the login supplier has to click on OK to view the forms and proceed with the modifications.
Supplier will see the list of forms received by Fendi and clicking on the form name can manage the modifications.

Clicking on Edit the form content can be modified.
If the modifications to the first form are completed supplier can click on “Save and Exit” to go back to the form list otherwise he can click on “Save and Continue” to move directly to the following form.

When all modifications are completed supplier has to send them to Fendi by clicking on “Return Forms to Buyer”. From that moment all forms will not be visible to supplier anymore.

Fendi user will see and evaluate the bank modifications applied in the forms. If further corrections are required Fendi will send back the form once again.
### Request by Buyer Organisation: FENDI NORTH AMERICA INC.

Request Received On: 07/07/2020 17:03  
Return Status: Forms To Be Returned To Buyer

**Details** | **Message (Unread 0)**
---|---
**Editable Forms**

<table>
<thead>
<tr>
<th>Title</th>
<th>Supplier Form State</th>
<th>Form Editing Allowed On</th>
<th>Form Viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bank nationality 1</td>
<td>03/07/2020 11:49</td>
<td>07/07/2020 17:03</td>
</tr>
<tr>
<td>2</td>
<td>ABA Code 1</td>
<td>03/07/2020 11:51</td>
<td>07/03/2020 17:03</td>
</tr>
<tr>
<td>3</td>
<td>Account Holder 1</td>
<td>03/07/2020 11:53</td>
<td>07/03/2020 17:03</td>
</tr>
</tbody>
</table>

**Total: 3**
8. Fendi evaluation completed

When Fendi has completed its internal evaluation related to the codification/extension process supplier will receive a notification by email.

The goal of the notification is to inform the supplier when a specific process comes to an end. There are 3 notifications that the supplier can receive:

- to inform about the codification process
- to inform about the extension process (when a supplier is already codified but he has been extended to another Fendi legal entity)
- to inform about bank data update

**Codified**

```
-----Original Message-----
From: fendiprep@app.jaggaer.com <fendiprep@app.jaggaer.com>
Sent: 25 June 2020 11:37
To: Maria Sarcinella <msarcinella@app.jaggaer.com>
Subject: Status Change to Assessment by Buyer Organisation FENDI SRL

Dear Supplier,

This is to inform you that Buyer Organisation FENDI SRL has modified the Status of the Qualification Assessment.

New Assessment Status: Codified

Buyer Comment (optional): Automatically generated notification for Transition Vendor Approved & Codified Step 04 - VENDOR CODE CREATION - HQ VMD SPECIALIST
```

**Extended**

```
-----Original Message-----
From: fendiprep@app.jaggaer.com <fendiprep@app.jaggaer.com>
Sent: 19 June 2020 15:32
To: Maria Sarcinella <msarcinella@app.jaggaer.com>
Subject: Status Change to Assessment by Buyer Organisation FENDI SRL

Dear Supplier,

This is to inform you that Buyer Organisation FENDI SRL has modified the Status of the Qualification Assessment.

New Assessment Status: Extended

Buyer Comment (optional): Automatically generated notification for Transition Go To End Process Step 08 - VENDOR CODE EXTENSION - HQ VMD SPECIALIST
```

**Updated**

```
-----Original Message-----
From: fendiprep@app.jaggaer.com <fendiprep@app.jaggaer.com>
Sent: 16 June 2020 17:13
To: Maria Sarcinella <msarcinella@app.jaggaer.com>
Subject: Status Change to Assessment by Buyer Organisation FENDI NORTH AMERICA INC.

Dear Supplier,

This is to inform you that Buyer Organisation FENDI NORTH AMERICA INC. has modified the Status of the Qualification Assessment.

New Assessment Status: Updated

Buyer Comment (optional): Automatically generated notification for Transition Vendor Updated Step 13 - VENDOR CHANGE - HQ VMD SPECIALIST
```