

Hikma Source to Contract

Frequently Asked Questions

Welcome to our Frequently Asked Questions (FAQs) document regarding implementation of the Hikma S2C platform.

This document includes a series of commonly asked questions from suppliers' perspective including general information of the platform, and the usage of platform. Use the 'Contents' section below to easily navigate to the question of your interest directly.

If you have a question that is not answered here, please contact us at HikmaS2C@hikma.com to receive further details.

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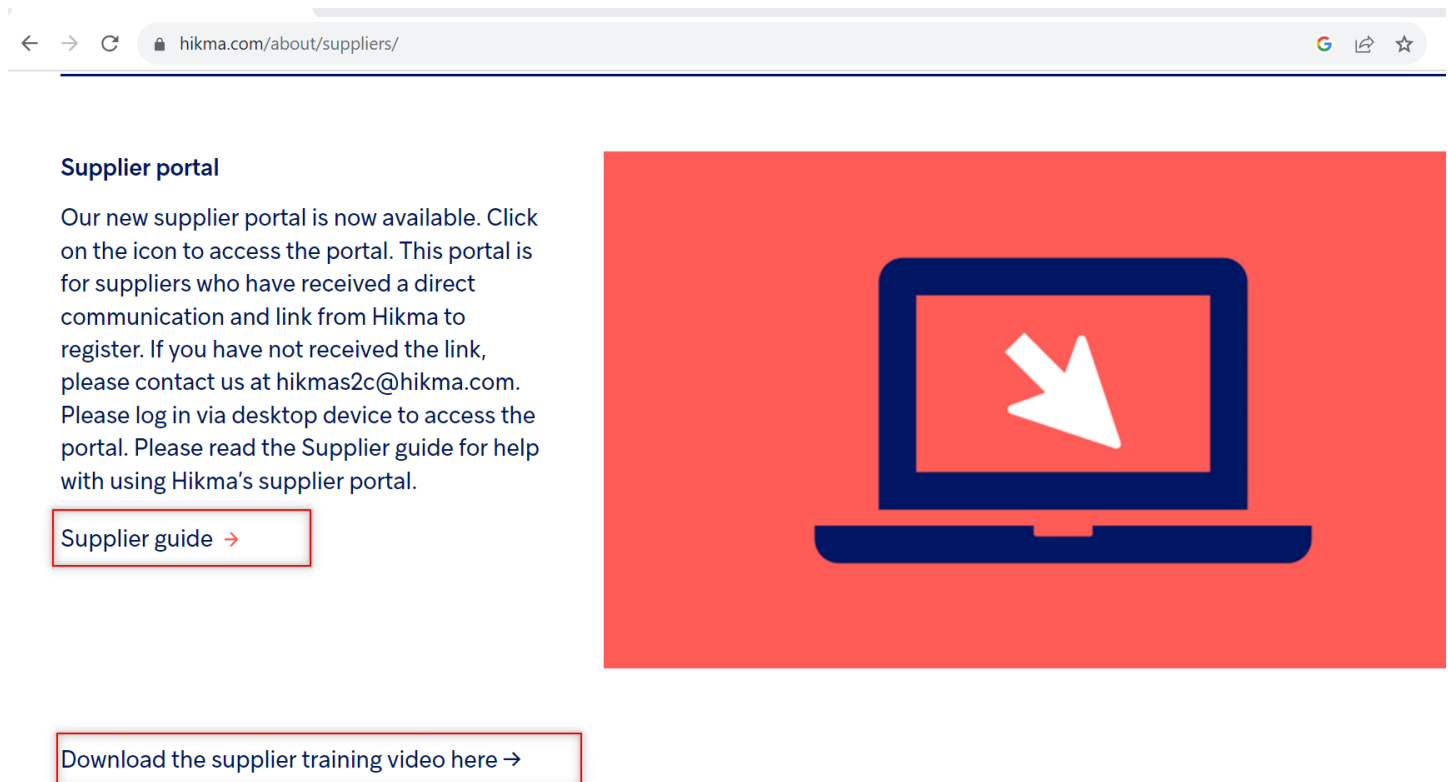
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1. S2C Support

1.1 Are there any support materials available to assist me in understanding the usage of the Hikma S2C platform? If so, how can I access them?

You can access the S2C support material on the Hikma Suppliers page (<https://www.hikma.com/about/suppliers/>)



1.2 How do I get help with technical issues while using the Hikma S2C platform?

In case of any technical issues, you can send an e-mail to hikmas2c@hikma.com. The team will assess the severity and will respond to your request. In case the issue requires configuration updates, the support team will liaise with Ivalua support team,

1.3 I am experiencing difficulties in updating my information on the supplier portal. Can I contact Hikma team directly for support?

Yes, you can reach out to the Hikma project team for assistance by emailing hikmas2c@hikma.com

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2. Project Related Queries

2.1 What is Source to Contract (S2C)?

Source to Contract (S2C) encompasses three key upstream processes: Strategic Sourcing, Supplier Information Management and Contract management. It comes with a unique S2C portal (supplier portal) which can be accessed by the suppliers to work collaboratively with Hikma team

2.2 What is Ivalua, and what is Hikma's strategic vision for its implementation?

Ivalua is a global provider of spend management solutions and has a single platform for all spend and all suppliers. Ivalua is a leader in Gartner's 2022 Procure-to-Pay Suites Magic Quadrant and granted with Gartner's Customers' Choice 2022 recognition. Ivalua's cloud-based software is used by procurement and finance organizations in large, global companies, and every day more than 500,000 users and millions of suppliers from over 70 countries log into the Ivalua platform.

Ivalua offers a single platform solution with highly configurable functionality across all major procurement and finance processes, including performance and risk tracking, sourcing, contracts, procure-to-pay, invoice automation and analytics. The breadth and flexibility of Ivalua's offering accelerates user adoption, spend category coverage and bottom-line savings.

Ivalua platform will be integrated with existing Hikma technology and service providers related to supplier management and source-to-contract activities.

2.3 What prompted Hikma's decision to initiate the S2C Project?

Source-to-contract and supplier-related activities have a significant influence on the overall source-to-pay processes that are currently cumbersome, manual intensive, unfriendly and confusing. There is lack of automation and poor quality of data that results in a high level of inefficiencies and ineffectiveness.

Ivalua's S2C platform offers a range of functionalities aimed at improving the efficiency and effectiveness of our partnership with suppliers. The platform will significantly improve our communication, and transparency efficiency in our business interactions

3. Hikma S2C Portal Queries

3.1 What is Hikma S2C Portal?

The Hikma S2C portal is a cloud-based platform, powered by Ivalua, that enables suppliers to log in and actively engage in sourcing events, respond to risk questionnaires, and keep their company information up to date within the Hikma vendor master database

3.2 Is there a cost associated with accessing the S2C Portal?

No, the supplier portal is free for all suppliers.

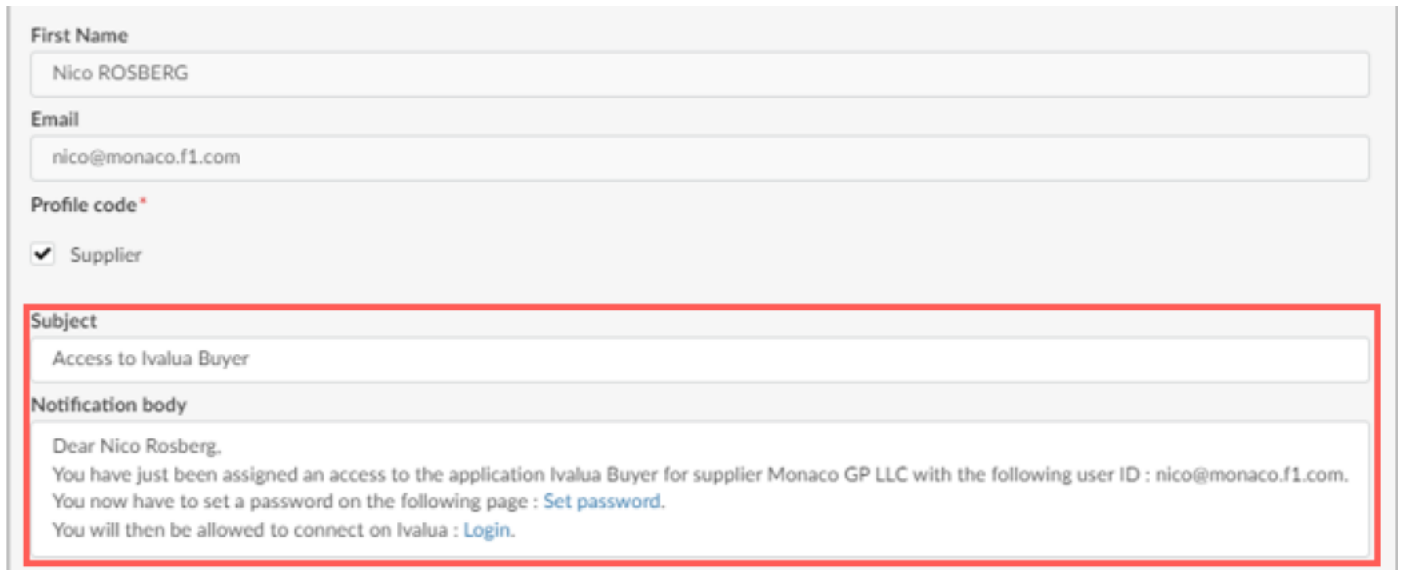
3.3 How can I gain access to S2C portal?

To initiate supplier onboarding process, a Hikma user must send an invitation through the S2C platform. Upon doing so, you will receive an automatically generated email as illustrated below. Within this email, you will find your username included in the invitation. You should then proceed to update your password by clicking on the "Set

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Password" link provided. After successfully updating your password, you can access the Hikma S2C portal by simply clicking on the "Ivalua" link



The screenshot shows an email notification form with the following fields:

- First Name:** Nico ROSBERG
- Email:** nico@monaco.f1.com
- Profile code ***
 - Supplier
- Subject:** Access to Ivalua Buyer
- Notification body:**

Dear Nico Rosberg,
You have just been assigned an access to the application Ivalua Buyer for supplier Monaco GP LLC with the following user ID : nico@monaco.f1.com.
You now have to set a password on the following page : [Set password](#).
You will then be allowed to connect on Ivalua : [Login](#).

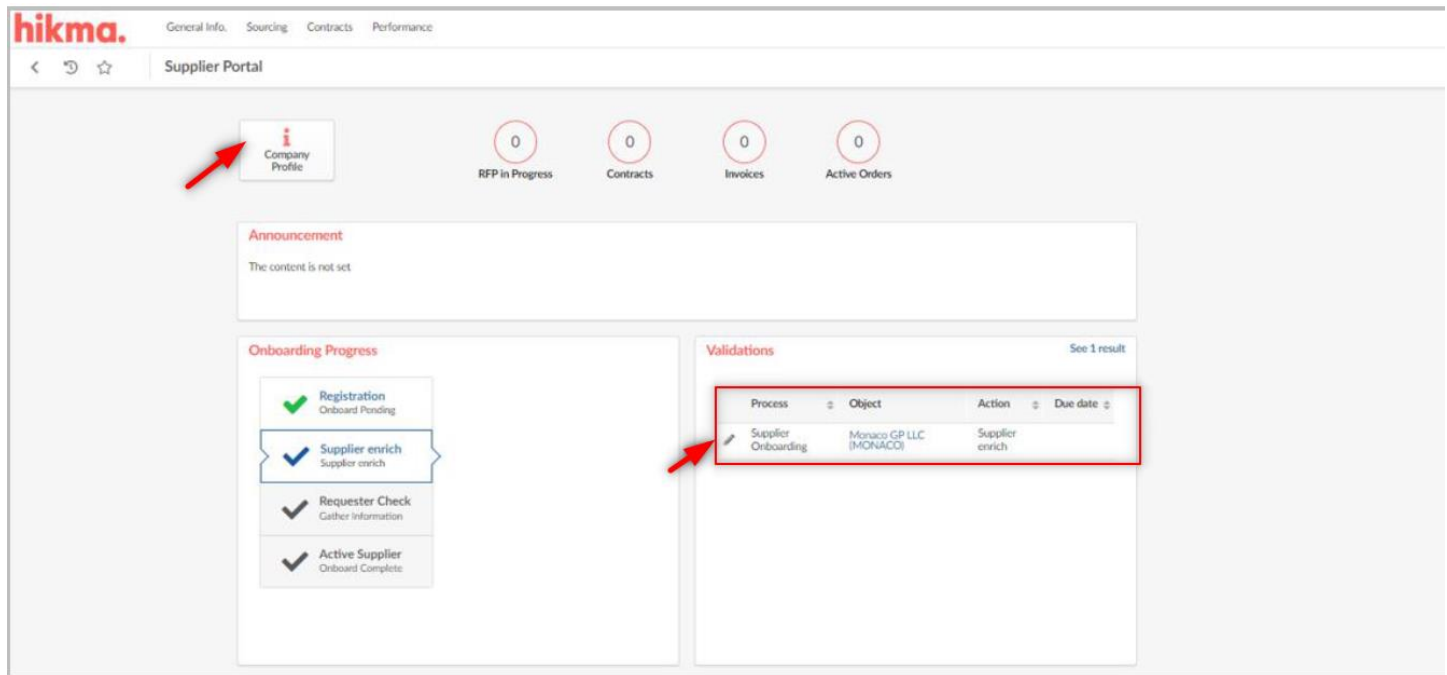
3.4 What steps should I take after my initial login?

Upon logging into the portal, you'll be required to agree to the platform's terms and conditions and acknowledge the supplier code of conduct to gain access. If you're an existing Hikma supplier, your primary task will be to verify and confirm your company information. However, if you're a new supplier joining Hikma, you'll need to enhance your company's data by providing general information, necessary documents, and banking details. Additionally, you'll be expected to complete risk questionnaires and then submit your information for approval. For more details, please refer to the [training guide](#) available on [Hikma suppliers](#) page

3.5 I am a new supplier. How can I update my company's information?

You can update the company information by either clicking on company profile or you can click on the supplier onboarding task in the validations section. For more details, please refer the [training guide](#) available on [Hikma suppliers](#) page

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3.6 I have noticed a task related to a risk questionnaire in the validations section. Can you provide clarification on this?

As a part of the onboarding process, you may be asked to provide additional information through questionnaires. If there is any new questionnaire assigned to you, you will get an email notification and the task is also visible on your homepage in the validations' section. You will need to click on pencil icon to answer the questionnaires. It is mandatory to provide the responses to the questionnaire to complete the onboarding process.



3.7 I forgot the link to access the Hikma S2C portal. How can I access it?

You can access the S2C portal by using the link: <https://hikmasuppliers.ivalua.app/>

3.8 Can I join the S2C portal without Hikma's invitation?





No, suppliers will not be able to join the S2C portal without invitation from Hikma team

3.9 What is the anticipated impact of the Hikma supplier portal on suppliers?

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Please refer the below comparative analysis to highlight the changes in the existing processes.

	How is it done now?	How will we do it with Ivalua S2C?
 Sourcing Event Participation	<ul style="list-style-type: none"> Request to initiate sourcing process are done by e-mails Suppliers share their responses over emails 	<ul style="list-style-type: none"> Request to initiate sourcing are now enabled on Ivalua platform Suppliers will need to submit their responses in the Ivalua system
 New Vendor Onboarding	<ul style="list-style-type: none"> Data collected manually from supplier by emails from various departments, excel sheets, forms and input manually into Hikma's system for supplier creation 	<ul style="list-style-type: none"> Supplier will provide the information directly in the system with all supported documents with minimum touch points. System will ensure you are updating right information
 Risk Questionnaire Responses	<ul style="list-style-type: none"> Supplier record used to create in Navex Risk rate Risk Questionnaire needs to be responded over Navex/ emails 	<ul style="list-style-type: none"> Risk questionnaires are now part of Ivalua's supplier onboarding process. Suppliers can directly update their responses on the Ivalua portal
 Change Requests	<ul style="list-style-type: none"> Supplier used to notify Hikma team over emails regarding the change Manual process of follow-up 	<ul style="list-style-type: none"> Suppliers will be able to raise any change requests from Ivalua system System will notify once the changes are approved

3.10 Hikma's team has confirmed that an invitation has been initiated, but I have not received the email. What steps should I take?

In some cases, we have seen the invitation mails go into the spam folder. Please check your spam folder first, and in case you have not received any email then send a mail to hikmas2c@hikma.com

3.11 I logged into the supplier portal, but my company's information is incorrect. How can I update it?

You can simply raise a change request via Hikma S2C portal. For more details, please refer the [training guide](#) available on [Hikma suppliers](#) page

3.12 I am an existing supplier and wish to update my company's information. Is accessing the Hikma S2C Portal mandatory for this purpose?

No, it is not mandatory for you to access the portal for updating your company information. You can follow the old method by sharing the information over email. You can also request your Hikma counterpart to provide you access to the platform, so that you will be able to initiate any change requests yourself from the S2C portal

3.13 Can multiple users from my company have access to the Ivalua S2C Portal? If so, how can they be added?

You can add team members by going to your company profile --> Contacts--> Create Contact as shown below. Please make sure you click on envelope icon to send notification to the newly added user.

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hikma. General Info. Sourcing Contracts

Company Info rabat HK-1083 (MOROCCO / 111323)

Save

Fields marked by an asterisk * are mandatory
Expected date format: M/d/yyyy

- Bank country is not the same as the Vendor country

Internal Contacts

Select Existing Contact + Create Contact

Contact	Login	Position	Role	Contact status
Morocco 1083 Test	1083@1083.de		Supplier admin	Active

Internal Contacts

Select Existing Contact + Create Contact

Contact	Login	Position	Role	Contact status
Morocco 1083 Test	1083@1083.de		Supplier admin	Active
User New				Active

3.14 What should I do if I forget my password or encounter login issues?

If you face any login issue, please drop a mail to hikmas2c@hikma.com

3.15 Is there a specific web browser or device compatibility requirement for using the portal?

Yes, it is recommended to use either Mozilla Firefox or Google Chrome browser

3.16 Is there a notification system to alert me to new messages or updates within the portal?

Yes, you will be getting email notifications. You can also view the notifications in the S2C portal.

3.17 Can I receive purchase orders through the S2C Portal?

No, you will not receive purchase orders via S2C portal. There is no impact on ordering process.

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3.18 Can invoices be submitted and processed through the S2C Portal?

No, you can't submit the invoices using the S2C portal. There is no impact on invoicing process.

3.19 How is my company's data and information protected within the S2C Portal?

Ivalua implements appropriate organizational and technical measures to safeguard Personal Data against unauthorized or unlawful Processing and accidental loss, destruction or damage. User data remains the exclusive property of the user at all times. For more details, please refer this [document](#)