

Troubleshooting

Problem	What does the supplier do?
Supplier's Legal Name/ DBA Name changed but tax numbers remained the same	Edit supplier master data in HICX
Supplier's Address changed but tax numbers remained the same	Edit supplier master data in HICX
Supplier's Legal Structure has changed but tax numbers remained the same	Edit supplier master data in HICX
Supplier's tax number is incorrect on BH records but did not change.	Edit supplier master data in HICX, indicate in "Reason for Change" field an explanation of the correction.
Supplier's tax numbers have changed	Contact BH point of contact for create new supplier request
The supplier's diversity registration has changed	Edit supplier master data in HICX
Supplier's MSME data has changed	Edit supplier master data in HICX
The supplier's current bank account is wrong and needs to be replaced	Bank Account deactivation workflow and Bank Account Add workflow
The supplier has added a new bank and the remaining bank is also active	New Bank Account Add workflow
The supplier's current bank account is no longer active	Bank Account Deactivation workflow
The address where the supplier's POs are processed is wrong	Edit Location workflow
The supplier's POs or remit to email addresses are wrong	Edit Location workflow
Purchasing location has a different tax ID than the Legal tax ID	Edit Location workflow
The supplier has a new contact to manage HICX data	New Supplier Contact Add workflow
The supplier has a new contact to manage HICX data and the current contact(s) is/are no longer with the company	Contact your BH point representative or person who created the workflow request to add a new contact
The supplier contact listed in HICX is no longer needed.	Edit contact workflow
Supplier contact is correct but includes some incorrect information (after supplier registration)	Edit contact workflow
The supplier contact receiving the supplier registration task is not correct/ no longer with the supplier.	Contact your BH point representative or person who created the workflow request, provide the correct contact information
The Laws on my country (supplier's country) do not require me to disclose financial information	Contact your BH point representative or person who created the workflow request
The banking information in my extend workflow is correct, but some details are missing	Contact VMCOE for additional support

Glossary

Item	Definition
BH	Baker Hughes
HICX	The name of Baker Hughes supplier onboarding and data management tool
EULA	End User License Agreement
DBA	Doing Business As name or trade name
CTPAT	Customs-Trade Partnership Against Terrorism
SSRP	Supplier Social Responsibility Program
NDA	Non-Disclosure Agreement
FHA	Financial Health Assessment
ID	Identifier
OU	Organization Unit or Operating Unit – represents the Baker Hughes Legal Entity
PO	Purchase Order
POC	Point of Contact
Special Character	Keyboard character not part of the Latin Alphabet
Does not interface to the ERP	The information entered will only be contained in HICX and will not pass to the system of record for PO/ Invoice Management
Interfaces to ERP	The information entered will pass to the system of record for PO/ Invoice Management