


Thank you for your interest in becoming a supplier to Baker Hughes! Baker Hughes manages onboarding of new suppliers and supplier master data through HICX.

## Logging into HICX

1. You will receive an email from [bh@email.hicx.net](mailto:bh@email.hicx.net) indicating that you have a required action. The email will contain a link to HICX, your username, and a link to set your password.
2. Initiate a password reset by clicking 'click here' and then entering your username in the prompt. You will receive a second email where you will 'click here' to set your password.
3. Log into HICX with the link found in either of the emails. Once logged in, agree to the Terms and Conditions and the End User License Agreement. Adjust the language to view these documents, if needed.

First Email	Second Email
<p><b>Your Login Details</b></p> <ul style="list-style-type: none"> <li>Please click the link below and log on using initial credentials noted below:  <a href="https://bh-uat.hicxsolutions.net/bh/hicxsm-portal">https://bh-uat.hicxsolutions.net/bh/hicxsm-portal</a></li> <li>Your Username: 10879634</li> <li>Please <a href="#">click here</a> to set your new password for your account</li> </ul> <p>If you have any questions or need assistance, please reach out to your business contact or e-mail our help desk at <a href="mailto:VMCoE.HicxSupport@bakerhughes.com">VMCoE.HicxSupport@bakerhughes.com</a>.</p>	<p><b>Baker Hughes</b> </p> <p>Dear JOHNNY SUPPLIER, Your portal account information:</p> <p>Username: 10879634</p> <p>Please <a href="#">click here</a> to set your new password for your account.</p> <ul style="list-style-type: none"> <li>Access the Supplier Portal at <a href="https://bh-uat.hicxsolutions.net/bh/hicxsm-portal">https://bh-uat.hicxsolutions.net/bh/hicxsm-portal</a></li> <li>Enter the username and password</li> </ul> <p>If you have any questions or need assistance, please reach out to your Baker Hughes business contact or e-mail our Supplier Resource Department at <a href="mailto:VMCoE.HicxSupport@bakerhughes.com">VMCoE.HicxSupport@bakerhughes.com</a>.</p> <p><a href="#">Supplier Guide</a></p> <p>Thank you, Baker Hughes Supplier Resource Department</p>

## Registration

1. A link to the registration user guides/ job aids and templates can be found [here](#).
2. To register, you will need the following documents:
  - a. **Legal Proof document:** A country tax document is preferred, but this can be on the supplier's letterhead if a tax document is not available. It should contain your legal name, legal address and tax number(s) as well as your company's logo/ stamp (if applicable).
  - b. Banking Documents:
    - o **Supplier Letterhead:** This should be on supplier letterhead and contain all banking information (account number, bank code/ branch code/ national code, swift, IBAN or any regionally required account information) and the account holder name (should exactly match your legal name or DBA name). If you prefer, you can complete this [template](#) as the supplier letterhead and either paste it onto your supplier letterhead or sign, date and stamp it (as applicable).
    - o **Bank Letterhead:** This should be on the bank's letterhead and contain all of the banking information.
    - o There should be **two different documents**.
  - c. Depending on what good or service you are providing and your country, you may also need:
    - o a copy of your **financial report/ balance statement**,
    - o a copy of the **NDA**,
    - o additional country **tax documents/ regionally required documents**.

### Banking Document Examples

Supplier Letterhead	Banking Letterhead
<ul style="list-style-type: none"> <li>Letter from supplier, on supplier letterhead</li> <li>Letter from supplier, without letterhead, containing stamp or signature from supplier</li> <li>If none of the above can be provided, the banking information template can be submitted (requires supplier stamp or signature)</li> </ul>	<ul style="list-style-type: none"> <li>Bank Statement</li> <li>Screenshot of statement</li> <li>Voided check</li> <li>Deposit slip</li> <li>Letter from bank</li> </ul>

## Support

- Click [here](#) for job aids and templates.
- For support, email [vendor.hicxsupport@bakerhughes.com](mailto:vendor.hicxsupport@bakerhughes.com) .

## Frequent Errors

- The Legal Name, DBA name, Legal Address or VAT/ tax numbers do not match (or aren't listed) on the Legal Proof Document/ Tax Document.
- The Legal Name, DBA name, Address or Account holder name entered into HICX contains special characters. (see list below)
- The same document is uploaded as both Supplier and Bank Letterhead.
- The bank account holder name does not match the legal name or DBA name.

### Special Characters

/	:	@	!	%	[	]		\	\$	`	&
{	}	^	<	>	#	=	"	_	~	*	