

**icix**

How to  
Activate Your icix Account

Steps to a Supplier Membership

## **Acknowledgments**

Please send comments to [training@icix.com](mailto:training@icix.com)

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# 1. How to a Become Supplier on icix

Upon completion of this chapter, you will be able to:

## Objectives

- Understand the benefits of participating on the icix network
- Set up your company on icix

## Overview of icix

icix is a networking and software solution that gives customers the tools to manage supplier communications, documentation and compliance. It is a central repository from which your company and Ferrara Candy Company can communicate and share information.

Often participation on the icix network is a requirement for suppliers and vendors.

Initially, most suppliers use icix to be in compliance with customer requirements.

### **For suppliers, the long-term benefits are many:**

- Easy to identify your customers' requirements down to the factory and product levels
- Easy access to respond to outstanding actions or requests
- Easy collaboration on audit-related corrective actions and plans
- Easy exchange of information with your customers' labs and audit providers
- Easy to manage your departments and facilities in one place

## Getting Started


You have received an invitation email from Ferrara Candy Company to join the icix network. To participate in the icix network, you must have an account.

The icix onboarding team has set up an account for you, including a temporary username and password.

- Access icix by clicking the link in the welcome email
- Enter temporary username and password
- Select your membership plan
- enter the Ferrara Candy Company promo code, **ferraracc**

You also should have received a “Getting Started” email from icix that contains a link to the login page. It also includes your **icix Org ID, Temporary Username, Temporary Password and Promo Code.**

1. Click the link in the email.
2. Enter your assigned **Username** and **Password**.



Sign in to icix


Username

Password

[Forgot password?](#)


- Your login and password are case sensitive.

3. Click **Sign in**.
4. Click **Accept** for the **Network Terms of Use**.



Network Terms of Use

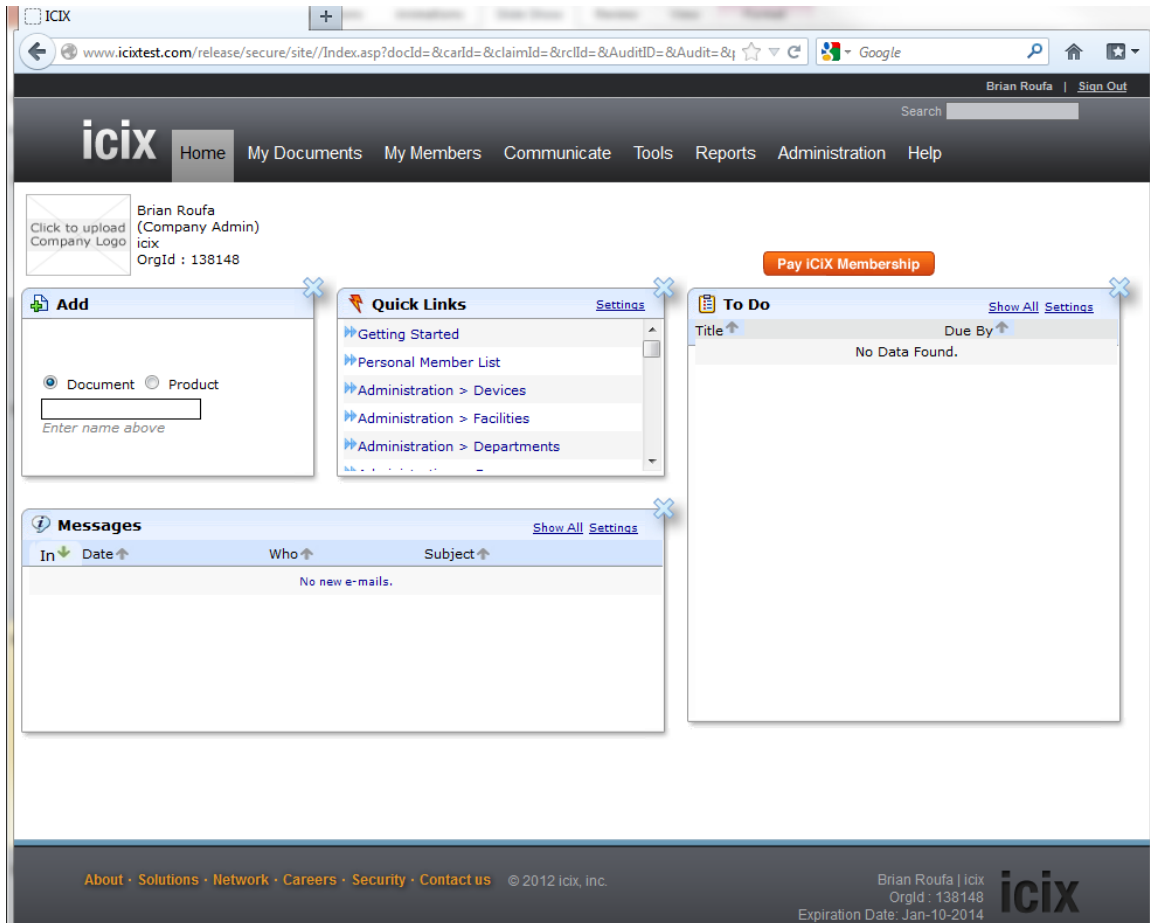
To access this new release you must accept the following Terms of Use. Please read the following carefully and if you agree, click the "Accept" button to continue.

 You can also [download a copy](#) of the Terms of use as an Acrobat PDF file.

TERMS OF USE

THIS TERMS OF USE AGREEMENT (THE "AGREEMENT") IS A LEGAL AGREEMENT BETWEEN YOU AND ANY COMPANY YOU REPRESENT (COLLECTIVELY, "MEMBER") AND ICIX, NORTH AMERICA LLC ("ICIX") REGARDING THE ICIX EXCHANGE, A RESTRICTED WEBSITE (THE "RESTRICTED WEBSITE") AND THE ASSOCIATED MEMBERSHIPS, APPLICATIONS, AND SERVICES PROVIDED BY ICIX UNDER THIS AGREEMENT ("SERVICES"). PLEASE READ THE AGREEMENT CAREFULLY BEFORE CONTINUING. BY CLICKING THE "I ACCEPT" BUTTON YOU AND ANY COMPANY YOU REPRESENT AGREE TO FOLLOW AND BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS OF THIS AGREEMENT AND YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND YOUR COMPANY TO THE TERMS OF THIS AGREEMENT. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE TO ALL TERMS AND CONDITIONS OF THIS AGREEMENT, YOU MUST

- Your Name, Company Name and OrgID appear on the top of the Home page.



- The first link in the **Quick Links** box is **Getting Started**. This leads to additional help if you need it. The **Help** tab also provides access information on how to use the icix application

Upon logging in to icix, the first step is to pay your icix membership.

**5. Click Pay icix Membership.**



6. Select your **icix Membership** level. Click the **radio button** next to one of the following (you will enter your Promo Code at a later step for your discount):

Basic                      Advanced                      Enterprise                      Global

Home   My Documents   My Members   Communicate   Tools   Reports   Administration   Help

**icix Membership** x

<div style="background-color: #f96; color: white; text-align: center; padding: 5px; font-weight: bold;">Basic</div> <p style="text-align: center;"><input type="radio"/> Select Basic</p> <p style="text-align: center; font-weight: bold;">\$29/month</p> <p style="text-align: center; font-size: small;">(\$348/year)</p> <p style="text-align: center; font-size: x-small; color: #666;">Best for local business</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Single Business Process</li> <li><input checked="" type="checkbox"/> 1 Customer Connection</li> <li><input checked="" type="checkbox"/> 1 Active User</li> <li><input checked="" type="checkbox"/> Basic Support*</li> </ul> <p style="font-size: x-small; color: #666;">Upgrades not available * 2 year minimum</p>	<div style="background-color: #f96; color: white; text-align: center; padding: 5px; font-weight: bold;">Advanced <span style="float: right; font-size: x-small; color: white; border: 1px solid white; border-radius: 50%; padding: 2px;">Most Popular</span></div> <p style="text-align: center;"><input checked="" type="radio"/> Select Advanced</p> <p style="text-align: center; font-weight: bold;">\$59/month</p> <p style="text-align: center; font-size: small;">(\$708/year)</p> <p style="text-align: center; font-size: x-small;">Medium/Large Business</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Single Business Process</li> <li><input checked="" type="checkbox"/> 3 Customer Connections</li> <li><input checked="" type="checkbox"/> 5 Active Users</li> <li><input checked="" type="checkbox"/> Premium Support*</li> <li><input checked="" type="checkbox"/> Sustainability Assessments</li> </ul> <p style="font-size: x-small; color: #666;">Upgrades on demand</p>	<div style="background-color: #f96; color: white; text-align: center; padding: 5px; font-weight: bold;">Enterprise</div> <p style="text-align: center;"><input type="radio"/> Select Enterprise</p> <p style="text-align: center; font-weight: bold;">\$89/month</p> <p style="text-align: center; font-size: small;">(\$1068/year)</p> <p style="text-align: center; font-size: x-small;">Medium/Large Business</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Multiple Business Processes</li> <li><input checked="" type="checkbox"/> 5 Customer Connections</li> <li><input checked="" type="checkbox"/> 10 Active Users</li> <li><input checked="" type="checkbox"/> Premium Support*</li> <li><input checked="" type="checkbox"/> Named Account Manager</li> </ul> <p style="font-size: x-small; color: #666;">Upgrades on demand No Reactivation fee</p>	<div style="background-color: #f96; color: white; text-align: center; padding: 5px; font-weight: bold;">Global</div> <p style="text-align: center;">Contact Us</p> <p style="text-align: center; font-weight: bold;">\$129/month</p> <p style="text-align: center; font-size: small;">(\$1548/year)</p> <p style="text-align: center; font-size: x-small;">Large Business</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Unlimited Business Processes</li> <li><input checked="" type="checkbox"/> Unlimited Customer Connections</li> <li><input checked="" type="checkbox"/> Unlimited Active Users</li> <li><input checked="" type="checkbox"/> Premium Support*</li> <li><input checked="" type="checkbox"/> Named Account Manager</li> <li><input checked="" type="checkbox"/> Ability to act as Network Sponsor</li> </ul> <p style="font-size: x-small; color: #666;">No Reactivation fee Call <a href="tel:1-877-888-4249">1-877-888-4249</a> option 2</p>
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Call or email for Multiple sites or Sponsor specific pricing

<p>Immediately respond to your customer's requirements:</p> <ul style="list-style-type: none"> <li>▶ Certificate of Insurance</li> <li>▶ Product Test Results</li> <li>▶ Product Specification details</li> <li>▶ Sustainability</li> <li>▶ Factory Audits</li> <li>▶ Employee Health &amp; Safety</li> <li>▶ Ethical Sourcing</li> </ul>	<ul style="list-style-type: none"> <li>* Basic support provides access to icix Account Services through email and chat</li> <li>* A Sponsor Connection represents a company that buys from your business</li> <li>* Premium Support includes telephone support, priority email and chat</li> <li>* A user is defined as an individual with a unique login tied to their email</li> <li>* All memberships are paid in advance</li> </ul>
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Next

7. Click **Next**.
8. For **Advanced**, select the number of years for your membership.
9. Click **Next**.

Advanced

- 1yr. - \$59/month
- 2yr. - \$50/month
- 3yr. - \$45/month

**Premium Support Included:**

- Telephone Support
- Priority Chat
- Priority Email Response

Next

The **Accept Terms of Use** page shows the total cost for the level of membership and years of membership selected.

10. Click **Accept**.

**icix**

### Accept Terms of Use

Joanne's Vaccaros Site - icix test account  
USA  
OrgId :138170

This is the registration renewal for membership on the iCIX Exchange. If you have any questions regarding this renewal, please contact Member Support. The subscription fee is **USD\$1200** per facility. This fee can be paid online with a credit card.

Note: Payment by any form but a credit card will incur an additional **USD\$50** processing fee.  
To commence the renewal, you must accept the Terms of Use for iCIX. Please read the following carefully, and if you agree, click the Accept button.

You can also [download a copy](#) of the Terms of Use as an Acrobat PDF file.

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THIS TERMS OF USE AGREEMENT (THE "AGREEMENT") IS A LEGAL AGREEMENT BETWEEN YOU AND ANY COMPANY YOU REPRESENT (COLLECTIVELY, "MEMBER") AND ICIX, NORTH AMERICA LLC ("ICIX") REGARDING THE ICIX EXCHANGE, A RESTRICTED WEBSITE (THE "RESTRICTED WEBSITE") AND THE ASSOCIATED MEMBERSHIPS, APPLICATIONS, AND SERVICES PROVIDED BY ICIX UNDER THIS AGREEMENT ("SERVICES"). PLEASE READ THE AGREEMENT CAREFULLY BEFORE CONTINUING. BY CLICKING THE "I ACCEPT" BUTTON YOU AND ANY COMPANY YOU REPRESENT AGREE TO FOLLOW AND BE BOUND BY THE

11. **Select Payment Option - Credit Card - Check - Purchase Order**

**icix**

### Select Payment Option


This payment shall apply to the following facility:  
Joanne's Vaccaros Site - icix test account  
South San Francisco CA  
USA  
OrgId :138170

PromoCode:

Please select your payment method. You can pay by Credit Card, Check or Purchase Order. Please note that payment by Check or Purchase Order and/or Wire Transfer will incur a 50\$ processing fee. The following credit cards are accepted:

- Enter the Ferrara Candy Company Promo Code: **ferraracc** This provides you with a discount on your membership fee.

## Pay by Credit Card screen:






### Pay by Credit Card

Company Name : Joanne's Vaccaros Site - icix test account  
South San Francisco CA  
USA  
OrgId :138170


Your membership will be renewed for 24 months, once payment is received by iCIX. Click the 'Submit' button to proceed.

**Do not click the Back button, or the Reload/Refresh button, unless instructed, as doing so may cause your card to be charged more than once.**



Card Holder's Name:	<input type="text"/>	Last Name: <input type="text"/>
Card Type:	Visa <input type="button" value="v"/>	
Card Number:	<input type="text"/>	
CCV/AMEX No:	<input type="text"/>	
	The CCV check is a 3 digit number on the back of your credit card, or the 4 digit number on the front of your American Express card.	
Expired Date:	1 <input type="button" value="v"/>	2013 <input type="button" value="v"/>
Payment Amount:	\$ 1200	USD
Authorization:	<input type="checkbox"/> I authorize iCIX to charge this amount to my credit card and I accept responsibility for the charge.	
	<input type="button" value="Submit"/>	<input type="button" value="Decline"/>

## Pay by Check screen:




### Pay by Check

Company Name : Joanne's Vaccaros Site - icix test account  
South San Francisco CA  
USA  
OrgId :138170

Your membership will be renewed for 24 months, once payment is received by iCIX. Click the 'Submit' button to proceed. Note: The payment amount below includes an additional \$50 surcharge for Check processing. An invoice will be emailed to you on completion of this renewal. If you have questions about your account payment status, please contact iCIX Sales at [+1-877-888-4249](tel:+1-877-888-4249) Option 2 or email at [renew@icix.com](mailto:renew@icix.com).

Payment Amount:	\$ 1250	USD
	<input type="button" value="Submit"/>	<input type="button" value="Decline"/>

## Pay by Purchase Order screen:



### Pay with Purchase Order


Company Name : Joanne's Vaccaros Site - icix test account  
South San Francisco CA  
USA  
OrgId :138170

Your membership will be renewed for 24 months, once payment is received by iCIX. Click the 'Submit' button to proceed. Note: The payment amount below includes an additional \$50 surcharge for Purchase Order processing. An invoice will be emailed to you on completion of this renewal. If you have questions about your account payment status, please contact iCIX Sales at [+1-877-888-4249](tel:+1-877-888-4249) Option 2 or email at [renew@icix.com](mailto:renew@icix.com).

Purchase Order Number:	<input type="text"/>	
Payment Amount:	\$ 1250	USD
	<input type="button" value="Submit"/>	<input type="button" value="Decline"/>

## Cancel:

Message from webpage

 Please confirm you wish to cancel this Renewal

If you need assistance, contact icix Support at [Customerservice@icix.com](mailto:Customerservice@icix.com)