

## FAQ Document

1. How long will it take me to upload my suppliers, sites, and create the paths? Can I bulk upload suppliers?
  - Suppliers can bulk upload and enter manually via the portal. The bulk upload is done via an excel sheet available in the portal and has instructions there. If you would like screenshots for the webinar with more information on this process what I can do is request for a limited time within the sandbox that STV be switched on, create a dummy supplier with a separate email address, invite the dummy supplier to STV, then the email address with the user can log in as if they are uploading their information.
2. How many/which suppliers should I upload?
  - Suppliers will be uploading their Tier 1's ( Cummins Tier 2's ). Our recommendation is to load all your Tier1's that sources Cummins products.
3. How will the risks be displayed and how will I be notified of risks when they arise?
  - An email will be sent to the registered user on all risk alerts related to their tiers uploaded.



4. Who do you recommend be the primary point person on our side?
  - Supplier can decide who would be the right personnel. But the best practice would be to have a generic email and password that can be used so that way it can be passed to multiple folks in the same function or department to upload their tier data.
  
5. How many people can log into the system at one time?
  - Only one person can be logged in at all times. Also, a generic email and password can be used so it can be passed to multiple folks in the same function or department to upload tier data.
  
6. Our organization already uses RiskMethods. Is there a way to share what we have without re-entering the data?
  - Yes, please reach out directly to the Sphera/riskmethods team and we'll work with you directly to make the process as seamless as possible.
  
7. Do you want to upload all our supplier list in this portal?
  - You can upload all of your supplier partner sites in order to monitor all of your supply base for risk attributes such as weather, cyber, financial, geopolitical, etc., but at a minimum you should be uploading all of your supplier partner sites which are providing you materials necessary to support Cummins' business.
  
8. In the future if we add/resource alternative suppliers, shall we upload this list in the future?
  - We understand that you may source new suppliers or alternative suppliers to support Cummins' business. Please update the system with the most accurate supply base information supporting Cummins as quickly as possible. This will also allow you to ensure a more resilient supply chain as well as business continuity adding value to your organization.

9. If there are issues uploading suppliers, who do I reach out to for support?

- Please have your support issue questions sent to [customercare@sphera.com](mailto:customercare@sphera.com)
- Also please keep the below 2 Cummins personnel copied as well
  1. [sathya.gunaseelan@cummins.com](mailto:sathya.gunaseelan@cummins.com)
  2. [subbaiah.somarowtu@cummins.com](mailto:subbaiah.somarowtu@cummins.com)

10. If there are any questions, who do I reach out too from Cummins side?

- Sathya Gunaseelan – [sathya.gunaseelan@cummins.com](mailto:sathya.gunaseelan@cummins.com)