

Onboarding in the Apex Supplier Portal | Canada

Use this guide to register in the Apex Supplier Portal




The Apex Supplier Portal is an online tool that is used to maintain company financial profile information and check invoice and payment status. You are invited to the Apex Supplier Portal by Chick-fil-A and will receive an invitation to register via email.

You must complete your registration in the Apex Supplier Portal PRIOR TO submitting any invoices to Chick-fil-A. Chick-fil-A cannot make payment to you unless registration is complete.

The registration email should be directed to whomever has access to the financial information for the business, such as an accountant or controller.

Follow the instructions in the email to begin the registration process.



Dear

You are receiving this message because your company will be or has recently begun doing business with Chick-fil-A. **Prior to submitting invoices and to be paid, you are required to register in our Apex Supplier Portal** and complete your profile.

Please complete your registration within 10 business days.

Please note: Any invoices submitted to our Accounts Payable department or Chick-fil-A Staff **BEFORE** completing this registration have **NOT** been processed and will need to be resubmitted.

TO UPDATE YOUR PROFILE:

☐

1. Visit <https://uat-chick-fil-a.apexportal.net> to log in using the username and password provided in this email. Please do not share these credentials with anyone.
2. When you log in using the credentials provided below you will be emailed a one-time Authentication Code to complete the login and validate your identity.
3. Log in and reset your password. You can then update your profile; it will take you approximately 10-15 minutes to complete.
4. Please use your credentials to manage and update the details in your account on an ongoing basis.

Company Name:

Username:

Password:

You will receive automated reminders via phone and e-mail pending completion of this registration online.

Please be prepared to provide the following:

1. Company contact information – this should be the contact who is able to verify or complete banking and tax information
2. Tax Registration Information (TIN, FED ID, VAT, CIF, NIF as applicable)
3. Banking Information – this is the bank account for electronic payments

If you have any questions or need assistance, please contact us at CFASUPPLIERS@PORTAL.CHICK-FIL-A.COM.



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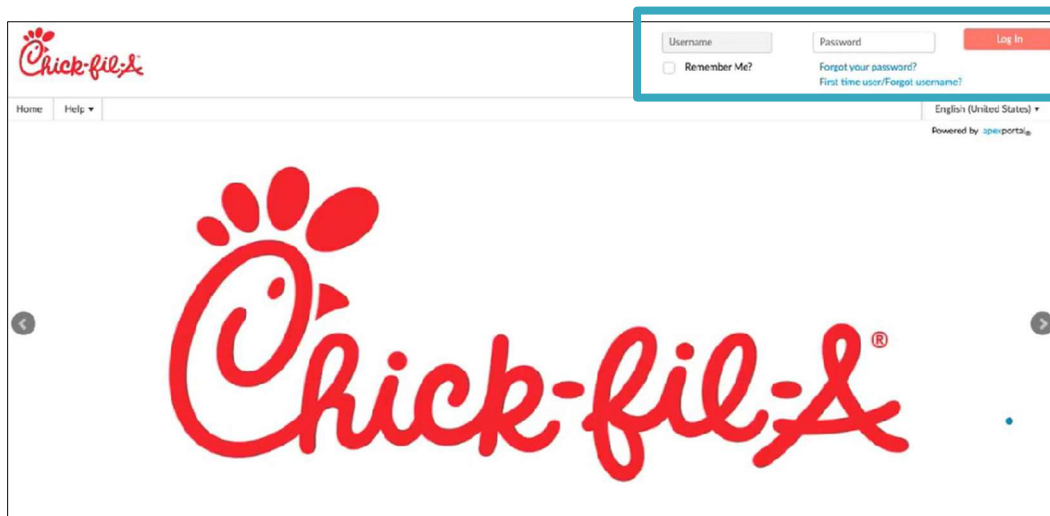
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On the home screen you will see a place to type in the username and password in the top right of the screen.

Enter the **username** and **password** provided in the email invitation, then click **Log In**.



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On the next screen, you will see additional security settings that must be established.

Enter the authentication code that was sent to your email. This establishes two factor authentication on the account.

Choose security questions and type in your answers.

These two steps ensure the account stays secure.



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Establish your password.

Once Steps 1 and 2 are complete and the submit button is clicked, a new pop-up screen will appear to create a new password.

Passwords in Apex follow **specific requirements**. Please pay close attention to requirements for special characters, password length, etc.

After entering the provided password from the **original** email into the current password field, you will create a new, unique password for the account.

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On the next screen, select the supplier country of residence and click **Submit**.

Chick-fil-A

Home Help ▾

Please select your country of residence :

Canada ▾ *

Submit



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On the next page is the Chick-fil-A privacy notice. Read this notice and check the **Agreement** box. Then click **Submit**.

The screenshot shows the Chick-fil-A Supplier Portal interface. At the top left is the Chick-fil-A logo. Below it are navigation links for 'Home' and 'Help'. On the right, there is a language dropdown menu set to 'English (United States)'. The main content area contains a privacy notice with eight numbered points. At the bottom of the page, there is a checkbox labeled 'Agreement I have read and agree to the terms and conditions.' which is currently unchecked. Below the checkbox is a red 'Submit' button.

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The types of information that will be needed to update the profile are on the left side of the screen. You will need to go through each screen, ensuring that any information with a red asterisk is completed.

Read the Terms of Use and click the box indicating you've read them. Click **Next** to proceed.

The screenshot shows the 'Supplier Agreement' page in the Chick-fil-A Supplier Portal. At the top left is the Chick-fil-A logo. Below it are navigation links for 'Home', 'Supplier', and 'Help'. On the left side, there is a progress indicator with a list of steps: 'Complete' (indicated by a blue dot) and 'Incomplete' (indicated by a grey dot). The steps listed are: 'Supplier Agreement', 'Registration Checklist', 'General Business Information', 'Business Address', 'Country Specific Tax Information', 'Banking Details', 'Document Upload', and 'Review and Submit'. The 'Supplier Agreement' step is highlighted with a blue box. The main content area contains the 'Supplier Agreement' and 'Digital Certificate Agreement' sections. Below these sections, there is a checkbox labeled 'I have read and agree to the terms and conditions.' which is currently unchecked. At the bottom of the page, there are two buttons: a red 'Next >>' button and a blue 'Save Draft' button.

You may click **Save Draft** to save and enter data at a later time.



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On the General Business Information page, you will see pre-populated information. Confirm the Supplier Country field and verify the Supplier Name field is correct and click **Next**.

The Supplier Name should reflect your legal entity name, or how you are registered with your local tax authorities. If the Supplier Name is not correct, update to the correct name.

The DBA Name field should reflect the name that you will invoice Chick-fil-A as, which can be the same as the Supplier Name.

General Business Information

You must click Next until the 'Review and Submit' section and submit the record for the changes to take effect.

* Supplier Country:

* Supplier Name:

DBA Name:

Aravo ID:

<< Previous **Next >>** Save Draft

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For the Business Address section, you must enter at least one physical address and one remit address. The Physical Address should represent your corporate address or physical location. The Remit Address can be the same as the Physical Address, a PO Box, or any other location where you would like to receive payment receipt. Note, a PO Box is not an acceptable Physical Address.

Click the **Edit** button next to each of the items and enter the address information on the pop-up screen.

Add new record

	Address Type	Address	City	State	Country	Delete
	Physical				Canada	
	Remit				Canada	



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For the Supplier Contact section, you must have at least one primary contact. You will see your name pre-populated in this section. You **MUST** click the **Edit** button and complete the information on the pop-up screen in order to proceed.

Note, the primary contact email must be an individual company email, **NOT** a shared email inbox with multiple users or a personal email account.

A screenshot of a web interface showing a table of supplier contacts. The table has columns for First Name, Last Name, Contact Type, and Email. The first row contains the text 'FIRST', 'LAST', 'Primary', and 'FIRST.LAST@COMPANYEMAIL.COM'. A blue 'Edit' button with a pencil icon is highlighted with a red box on the left side of the first row. At the bottom of the table, there are three buttons: '<< Previous' (blue), 'Next >>' (red), and 'Save Draft' (blue). A 'Delete' button with an 'x' icon is located at the end of the first row.

On the pop-up screen, you must select an Address. Click the **Edit** button below and enter the phone number for the specific contact. Click **Ok**.

A screenshot of a 'Supplier Contact Information' pop-up form. It contains several input fields: 'Address:' (with a dropdown menu set to 'All items checked'), 'Contact Type:' (set to 'Primary'), 'First Name:' (set to 'FIRST'), 'Last Name:' (set to 'LAST'), 'E-mail Id:' (set to 'FIRST.LAST@COMPANYEMAIL.COM'), and 'Confirm E-mail Id:' (set to 'FIRST.LAST@COMPANYEMAIL.COM'). Below the form is a table with columns for Type, Number, Extension, and Delete. The first row of the table has 'Primary', '+9999999999', and an 'x' in the Delete column. A blue 'Edit' button with a pencil icon is highlighted with a red box on the left side of the table.

You may also click the **Add new record** button to add more users to the account with assigned roles. Additional users could include a shared inbox, see below.

A screenshot of a web interface showing a table of supplier contacts. The table has columns for First Name, Last Name, Contact Type, and Email. The first row contains 'FIRST', 'LAST', 'Primary', and 'FIRST.LAST@COMPANYEMAIL.COM'. The second row contains 'ACCOUNTS', 'RECEIVABLE', 'Accounting', and 'ACCOUNTS.RECEIVABLE@COMPANYEMAIL.COM'. A blue 'Add new record' button is highlighted with a red box at the top left of the table. Below the table, there are three buttons: '<< Previous' (blue), 'Next >>' (red), and 'Save Draft' (blue). 'Delete' buttons with 'x' icons are located at the end of each row.



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On the Country Specific Tax Information page, complete all fields with a red asterisk.

When you select the Tax Reporting Country, you will see Canada specific tax information that is required in the “Add New Tax Information” section. You must complete the information by clicking **Edit**.

If your company is based in Canada and you are doing business with Chick-fil-A Inc or CFA International Inc, you will need to provide a W-8 for tax review. Additional external tax reviews may be required.

When providing your GST/HST, please do NOT include spaces. See examples of acceptable formats below:

- 123456789; OR
- 123456789RT0001.

Make sure that the validation column indicates OK before proceeding. If it does not say OK, you may have entered incorrect tax information.

As you scroll down, you may see additional information required. Complete any required information that is indicated with a red asterisk. Then click **Next** to proceed.

Country Specific Tax Information

Tax Section

* Tax Reporting Country:

* Business Entity Type:

* Income Source:

* Are you providing goods or services within Puerto Rico?

Add New Tax Information

	Country	Tax Type	Tax Id Number	Validation	
	Canada	GOODS AND SERVICES TAX(GST)	123456789RT0001	OK	
	Canada	HARMONIZED SALES TAX(HST)	123456789	OK	
	Canada	QUEBEC SALES TAX(QST)			



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To add your banking information, click the **Add Bank Account** button to add your banking details.

When the pop-up opens, complete any required information that is indicated with a red asterisk.

Important: Follow the instructions outlined in green text on the bank information tab. The 'Bank Institute' field should include 8 digits total, with no spaces (3-digit bank institute code + 5-digit transit code e.g., 12345678).

Proceed to complete the other required banking information that is indicated with a red asterisk.

Then click **Next** to proceed.

Banking Information

* Remit Address:

* Bank Country:

* Payment Currency:

Please enter your bank and transit routing information into the below field in the format [3 digit Bank Institute code + 5 digit Transit Code]

* Bank Institute:

* Account Number:

* Account Holder:

Bank Name:

Bank Address 1:

Bank Address 2:

Bank City:

Bank State:

Bank Postal Code:

* Account Type:

* Remit Email Address:

Note, if you need to make an adjustment to your current banking information, please delete the existing bank record and use the **Add Bank Account** button to create a new bank record.



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If you have any additional supporting documentation, such as invoices, banking details, certificate of insurance, W-8 (if required) etc. please upload and attach in the 'Documents' section. Once all documents, if any, are uploaded, click **Next** to proceed.

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On the next screen, click **Submit**. Once you submit, you will receive an email stating your registration is complete.

The information you submitted will now be reviewed. If any further information is needed, you will receive an email requesting additional information.

Once your profile has been reviewed and approved, you will be registered and credentialed in the system. You will receive an email with your vendor ID number once all steps are completed, and you can begin submitting invoices.

Chick-fil-A - Apex Supplier Portal Registration Complete



○ CFASuppliers@portal.chick-fil-a.com <CFASuppliers@portal.chick-fil-a.com>

To: ○ FIRST.LAST@GMAIL.COM; Cc:



Dear FIRST LAST,

Thank you for taking the time to respond to our notification, and to access and update your profile online. This is to confirm that your registration has been successful.

You will receive another e-mail shortly with your vendor ID number.

If you need technical assistance, please contact us at CFASuppliers@portal.chick-fil-a.com.
Best Regards,

Chick-fil-A Supplier Maintenance Team



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If additional information is needed, you will receive an email from the System Administrator team titled '**Chick-fil-A - Requesting Additional Information**'. Please login to the Chick-fil-A Supplier Management Portal and provide the requested information, as noted in the comment added by the System Administrator on the email.

Examples of additional information needed could relate to:

- Address details
- Email domain
- Tax information
- Banking details

Once the relevant updates are made, click **Submit** to send your changes back for review.

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If you experience any issues and need assistance with the portal, please email cfasuppliers@portal.chick-fil-a.com. Common examples are listed below:

- Forgot password
- Locked out of account
- Received error messages for a specific data field

Please email the address noted above, and we will be happy to assist.

