

INTUIT



# Aravo Supplier Guides

Version 2.0

# Table of Contents

*Click the title to see each guide*

[How to reset password or retrieve Username \*\(pages 3-7\)\*](#)

[How to view or update your business information \*\(pages 8-21\)\*](#)

[How to update banking details \*\(pages 22-28\)\*](#)

[How to add a user \*\(pages 29-33\)\*](#)

[How to complete a Security Assessment \*\(pages 34-49\)\*](#)

[How to complete a Privacy Assessment \*\(pages 50-60\)\*](#)

[Additional Resources \*\(page 61\)\*](#)

**INTUIT**

 turbotax

 credit karma

 quickbooks

 mailchimp

# Aravo:

## How to Reset Password or Retrieve Username

## Supplier Guide: How to Reset Password or Retrieve Username in Aravo

This guide will provide Suppliers with step-by-step guidance on resetting password or retrieving username in Aravo

### Password Reset

**Step 1:** Login to the Aravo portal:  
<https://intuit.aravo.com/aems/login.do>

**Step 2:** Enter your **Username**

**Step 3:** Click **Need help accessing your account?**

The screenshot shows the 'Login' page of the Aravo portal. It features two input fields: 'Username:' and 'Password:'. A red 'Login' button is positioned to the right of the password field. Below the button, there are two language options: 'English (United Kingdom)' and 'English (United States)'. At the bottom of the page, there is a link that says 'Need help accessing your account?'. Three teal circular callouts with numbers 2 and 3 are overlaid on the image. Callout 2 points to the 'Username:' label, and callout 3 points to the 'Need help accessing your account?' link.

**Step 4:** Select **Forgot Password** and click on **Continue**

**Step 5:** Instructions for resetting the password will be sent to your email address

Find Account Information

Choose the account information you need help with.

Forgot Password

Forgot Username

Continue

Cancel

ARAVO

Email sent

✔ We have sent instructions for resetting the password to the email address on the account.

If you do not receive an email or you are still unable to login - please contact Intuit Tech Support at t4iAravoSupport@Intuit.com with the following reference:  
**token M539-1645658987553**

Back to login page

## Retrieve Username

**Step 1:** Login to the Aravo portal:  
<https://intuit.aravo.com/aems/login.do>

**Step 2:** Click on **“Need help accessing your account?”**

**Step 3:** Enter your Email Address and click on **Send**

2

### Login

Username:

Password:

[English \(United Kingdom\)](#) · [English \(United States\)](#)

[Need help accessing your account?](#)

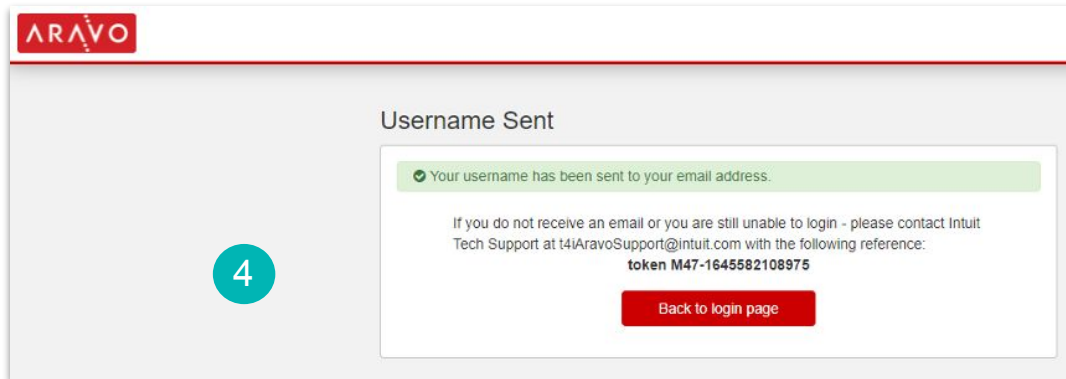
3

### Forgot Username

Email Address:

[Cancel](#)

**Step 4:** Username will be sent to your registered email address



**INTUIT**



turbotax



credit karma



quickbooks



mailchimp

# Aravo:

## How to view and update your business information



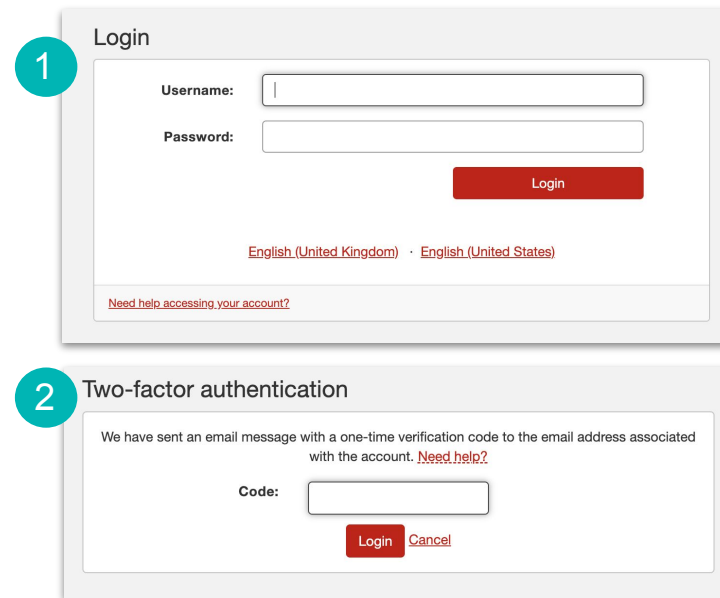
# Supplier Guide: How to view and update your business information in Aravo

This guide will provide suppliers with step-by-step guidance on how to check and update your company registration details. Suppliers will be reminded to update their information on a yearly basis, and can update more frequently if needed.

## How to view registration details in Aravo

**Step 1:** Navigate to <https://intuit.aravo.com/aems/login.do> and enter your Aravo credentials.

**Step 2:** Complete the two-factor authentication to login.



**1** Login

Username:

Password:

Login

[English \(United Kingdom\)](#) · [English \(United States\)](#)

[Need help accessing your account?](#)

**2** Two-factor authentication

We have sent an email message with a one-time verification code to the email address associated with the account. [Need help?](#)

Code:

Login Cancel

**Step 3:** On the Supplier login page, select **Profile** in the top right corner. You can now navigate through the options on the left hand navigation to ensure all information is up to date.

**Note:** Banking information can be found in the **Site Details** section. Be sure to confirm this information is accurate and current. For more on updating banking information, [refer to this section of the guide.](#)

**Next steps:** The following slides address how to update any information that is out-of-date.

The screenshot displays the 'INTUIT THIRD PARTY PORTAL' interface. At the top, there are navigation links for 'Home', 'Tasks', and 'Profile'. The 'Profile' link is highlighted with a blue circle and a red '3' in a circle. Below the navigation bar, there is a 'hide menu' button and a list of menu items: 'General & MISC Information', 'Tax Information', 'Address & MISC Information', 'Site Details', 'Contact Information', 'Document Request', 'Engagement(s)', 'Security Assessment(s)', 'Privacy Assessment(s)', and 'Issue(s)'. The 'General & MISC Information' menu item is highlighted with a blue circle. To the right of the menu, the page title is 'Third Party Portal > Company Profile'. Below the title, the section 'General & MISC Information' is displayed. A message box contains the text: 'Kindly review below inform' and 'Please note that some changes'. Below the message box, there is a form field labeled 'Third Party Name'.

## How to add or update registration details in Aravo

**Step 1:** Scroll down to the **Actions** section and click the **Update Information** button.

**Step 2:** On the next page, you'll be able to select multiple options from the dropdown menu. Make sure to select all options that you need to update and **submit them all together so that our team can process them at one time.**

**Note:** If this is your first time registering, select all fields and fill them out accurately.

**Step 3:** Click **Submit** once you have all the items you need to update in the green box.

**For Your Information**  
Aravo Security Whitepaper – <https://intuit.box.com/v/AravoSecWhitepaper>  
Link to Intuit Third Party Code of Conduct – <https://www.intuit.com/company/supplier-programs/policies/supplier-code-of-conduct/>

Actions

Report Breach Update Information

Update Information

\*Required Field [preview](#)

Please review the selections below and select the section(s) you want to update.

Based on the selection(s), the information will be displayed for updating. Our Supplier Data Management team will review and approve your updates.

During the review process, your profile will be locked.

Select the data which you want to update:\*

- Address & MISC
- Attestations
- CEO / Owner / Beneficiary Owner information
- Contact
- General Information
- Site & Bank details
- Tax & Withholding Information

By selecting this option, you will be able to update Site details along with associated **Bank, WHT, Tax** and it's related documents and **GST** information.

Submit cancel

**Step 4:** You will be taken to the **Tasks** tab to update your details. In the top left, you'll see a progress bar with the number of items you selected to update.

Work through each form, taking care to fill out all required fields (denoted by a red asterisk \*).

**Step 5:** Once you complete each page click **Save & Continue** to lock in your progress. After you've saved, scroll back down and click **Next** to advance to other pages if you have more sections to complete.

The screenshot shows the 'INTUIT THIRD PARTY PORTAL' interface. At the top, there are navigation links for 'Home', 'Tasks', and 'Profile'. The 'Tasks' tab is selected and highlighted with a blue box and a circled '4'. Below the navigation, a progress bar indicates '0%' completion, with '0 of 3 pages complete'. A dropdown menu is open, showing 'General Information' selected, with other options 'Site & Bank details' and 'Document Request'. The main content area is titled 'General Information' and includes a 'Page Requirements' button, a progress indicator for 'Required Completed' at 33%, and a 'Page Completed' indicator showing '0 of 3'. Below this, there are 'Save & Continue' and 'Next >' buttons. A section labeled '\*Required Field' contains a text input field for 'Third Party Name' with the value 'TEST SUPPLIER - PLS IGNORE' and a 'preview' link.

The screenshot shows a form titled 'Turnover Declaration Certificate'. It features a file upload area with a 'Choose File' button, a file name 'No...en', and a plus sign icon. Below the form, there are 'Save & Continue' and 'Next >' buttons. A circled '5' is positioned above the 'Next >' button.

**Step 6:** In the **General Information** section, include your business name and any DBAs or alternate names.

**Step 7:** If your company identifies as a **small or diverse business**, select all options that apply from the drop down menu.

**Step 8:** Answer the remaining questions. Click **Save & Continue**, then click **Next**.

The screenshot displays the 'INTUIT THIRD PARTY PORTAL' interface. At the top, there are navigation links for Home, Tasks, and Profile, along with the user's name 'M Packard' and the Intuit logo. The main content area is titled 'General Information' and shows a progress bar indicating '33%' completion (3 of 7 pages completed). A sidebar on the left lists various information categories: General Information (selected), Tax Information, Site & Bank details, Contact Details, Address & MISC Information, Document Request, and Beneficial Owner.

Callout 6 points to the 'Third Party Name' field, which contains the text 'TEST SUPPLIER - PLS IGNORE'. Below it is a field for 'Company DBAs/alternative names'.

Callout 7 points to a dropdown menu for 'Does your business qualify as any of the following diversity classifications?'. The dropdown is open, showing options: None, Women Owned, Minority Owned, MSME (Micro, Small, and Medium Enterprises) - India, and Misc Attachments. The 'None' option is currently selected.

Callout 8 points to the bottom of the form, which includes a 'Save & Continue' button and a 'Next' button. Above these buttons are several questions: 'Are you a small business?', 'Is LTDC Applicable?', 'E-invoicing', and 'Turnover Declaration Certificate'. Each of these questions has a 'Choose File' button and a plus sign for attachments.

**Step 9:** Under tax information, fill out all fields as they apply to your business.

**Step 10:** For tax documents, read the instructions provided and select **Add new Tax Documents**. Attach documents needed for your country.

The image displays two overlapping screenshots of the Aravo onboarding platform interface. The top screenshot, labeled with a large blue circle containing the number '9', shows the 'Tax Information' form. The breadcrumb trail is 'Third Party Portal > Tasks > Current Task'. The page progress indicator shows 'Page Requirements 100%' and 'Page Completed 2 of 7'. The form includes a sidebar with a 'hide menu' button and a progress bar at 28% (2 of 7 pages complete). The sidebar lists sections: General Information (checked), Tax Information (checked), Site & Bank details, Contact Details, Address & MISC Information, Document Request, and Beneficial Owner. The main form area has a 'Required Field' label and a 'preview' button. The instruction reads: 'Kindly update TAX / VAT Information:'. Below this are two questions: 'Is LTDC Applicable?\*' with radio buttons for 'Yes' and 'No' (selected), and 'E-invoicing' with radio buttons for 'Yes' and 'No' (selected). There is a 'Turnover Declaration Certificate' section with a 'Choose File' button and a file name 'N...en'. A 'VAT Registration Number' field is partially visible.

The bottom screenshot, labeled with a large blue circle containing the number '10', shows the 'Tax Documents' section. The breadcrumb trail is 'Third Party Portal > Tasks > Current Task'. The page progress indicator shows 'Page Requirements 100%' and 'Page Completed 2 of 7'. The sidebar is identical to the top screenshot. The main form area has a 'Filter Results:' field. Below it is an 'Actions' button with a dropdown arrow. The instruction reads: 'Read below instruction and take action if required:'. Below this is a text box: 'Kindly click on "EDIT" button to update / review any of the'. At the bottom right, there is a blue button labeled 'Add a new Tax Documents'.

**Step 11:** Complete the **Site and Bank details** section. For a more in depth look at this section, see the [Update Bank Information guide](#).

Third Party Portal > Tasks > Current Task

hide menu

28%  
2 of 7 pages complete

- General Information
- Tax Information
- Site & Bank details**
- Contact Details:
- Address & MISC Information
- Document Request
- Beneficial Owner

11

Site & Bank details

Page Requirements 75% Required Completed | Page Completed 2 of 7

« Back Save & Continue Next »

\*Required Field [preview](#)

Pay and Purchasing Site - SERE1

Site Type \*  Pay and Purchasing Site

Do you want to use your company headquarters address (billing address above) as the payment address? \*  Yes  No

Email Instruction

Please enter **ONE** valid email per field for PO and Remittance values.

save cancel

**Step 12:** Review the contact information. If updates are needed click on the **Actions** button. Be sure to **include a primary contact**, this is the person we will reach out to for general questions about your transactions with us.

**Note:** The next slide will cover how to add new contacts.

The screenshot displays the 'Third Party Portal' interface for 'Current Task'. The page is titled 'Contact Details:' and shows a progress bar for 'Page Requirements' at 100% and 'Page Completed' at 4 of 7. A sidebar on the left lists navigation options: General Information, Tax Information, Site & Bank details, Contact Details (selected), Address & MISC Information, Document Request, and Beneficial Owner. A red circle with the number '12' highlights the 'Contact Details' section.

The main content area contains a message: 'Kindly make sure that One Primary Contact for the Organization exists. If you want to update the Primary Contact, Please check 'Is Primary?' checkbox and uncheck it from the existing Primary Contact.'

Below the message is a table of contacts with columns: Is Primary?, First Name, Last Name, and Email. The table is filtered by 'Filter Results:'. The contacts listed are:

Is Primary?	First Name	Last Name	Email
Yes	R	N	████████@intuit.com
No	james	████	████████@gmail.com
No	M	Packard	████████@intuit.com
No	████	Thomas	████████@aravo.com
No	Kelly	████	████████@intuit.com

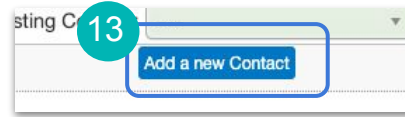
At the bottom of the contact list, there is a dropdown menu for 'Choose an existing Contact:' and an 'Associate' button. Below the table, there is an 'Add a new Contact' button.



**Step 13:** To add a new contact, click on **Add a new Contact** at the bottom of the Contact Details screen. A pop-up box will appear where you can add the contact's information.

**Step 14:** Include a contact type from the dropdown box. **Distinguishing a contact type allows us to reach the correct person during the risk screening process** and will help to expedite the purchase order.

**Note to Intuit's Technology Partners:** Please complete all the available contact fields so that we are able to reach the appropriate person for technical support and requests.

A screenshot of the "Add New Contact" form. The form has fields for "First Name" (Joe), "Last Name" (Smith), "Title", "Email" (joe@smith.com), and "Type". The "Type" dropdown menu is open, showing options: Accounting, Main Contact, Information Security, Privacy, Support, Technical Account Manager, and Account Manager. A blue box highlights the dropdown menu, and a green circle with the number "14" is positioned above it. There are also two informational messages: one about title options (CEO, CFO, Owner, Partner, Senior Vice President, Vice President, Director, Manager, Administrator/Assistant) and another about sending credential emails.

**Step 15:** In address details, fill out each required field with your business address details. Be sure to include the **country that you will be billing Intuit from.**

**Step 16:** If you need to add documents, you will be prompted to do so on this screen. Any required documents will be listed for you.

The screenshot displays the 'Document Request' form in the Aravo platform. On the left, a sidebar shows a progress bar at 85% and a list of sections: General Information, Tax Information, Site & Bank details, Contact Details, Address & MISC Information, Document Request (highlighted), and Beneficial Owner. The main content area is titled 'Document Request' and shows 'Page Requirements' at 100% and 'Page Completed' at 6 of 7. A blue circle with the number '16' highlights a text box containing the instruction: 'Kindly provide the following documents for review.' Below this is a 'Document comment' field and a large green placeholder box for document uploads. Navigation buttons for 'Back', 'Save & Continue', and 'Next' are visible at the bottom.

**Step 17:** Add the name of the business owner or CEO, and answer the second question.

Third Party Portal > Tasks > Current Task

Beneficial Owner

Page Requirements 100% | Page Completed 7 of 7

\*Required Field [preview](#)

17 Company Owner or CEO \* RAJ

Are there any **individuals** owning 25 percent or more of the equity interests of your company? \*  Yes  No

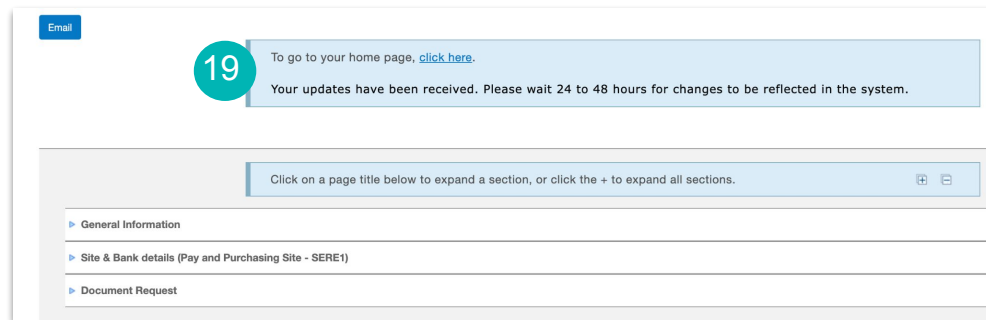
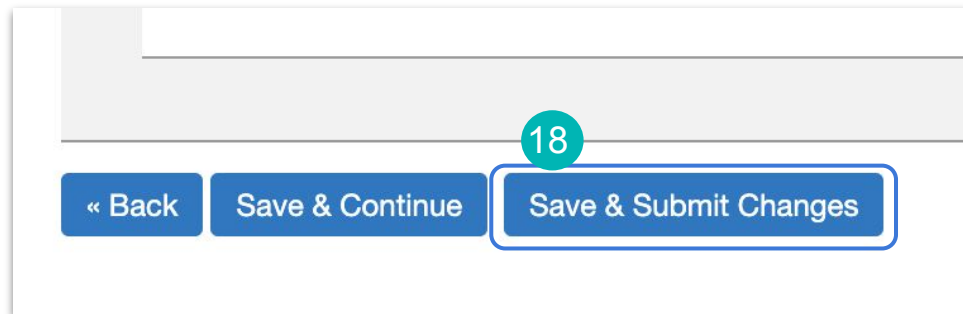
Back Save & Continue Save & Submit Changes

**Step 18:** Once you've completed all pages, you will see the **Save & Submit Changes** button appear. If you have completed all updates, click this button to submit to our team so we can confirm and make the updates on our end.

**Step 19:** You will automatically be routed to a confirmation page that says "**Your updates have been received.**"

**Note:** These changes may take up to 48 hours to reflect in the Aravo portal. During that time, you will not be able to make additional changes.

If you have any questions about this process, please reach out to [supplermgt@intuit.com](mailto:supplermgt@intuit.com).



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# Aravo:

## How to update Banking Details

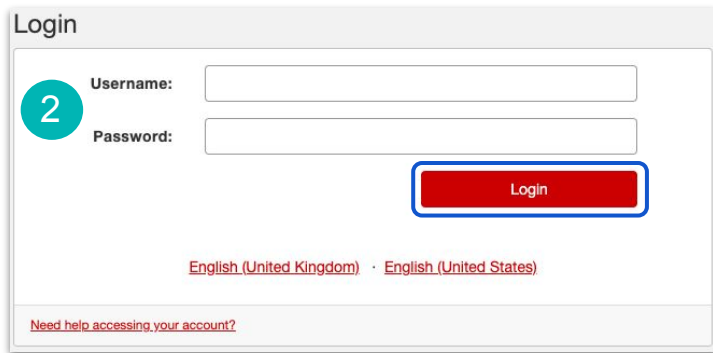
## Supplier Guide: How to Updating Banking Details in Aravo

This guide will provide Suppliers with step-by-step guidance on updating their banking information in Aravo

**Step 1:** Login to the Aravo portal:  
<https://intuit.aravo.com/aems/login.do>

**Step 2:** Enter your Username and Password and click on Login

**Step 3:** Scroll down on the Aravo homepage and click on the **Update Information** button.



Login

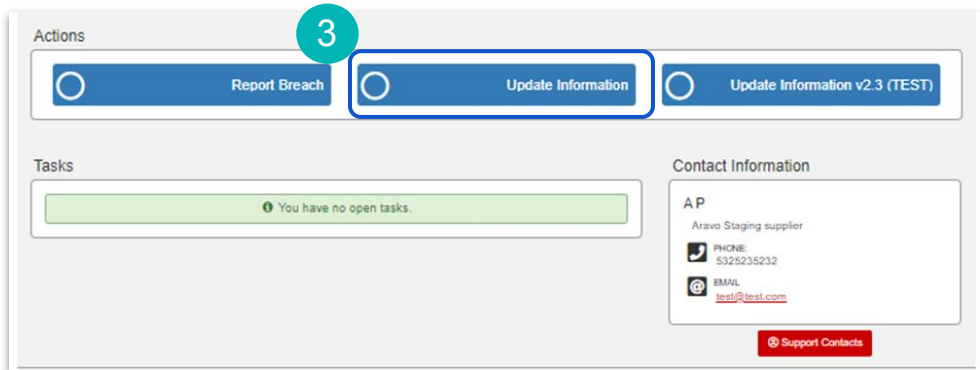
2 Username:

Password:

Login

[English \(United Kingdom\)](#) · [English \(United States\)](#)

[Need help accessing your account?](#)



Actions

3

Report Breach Update Information Update Information v2.3 (TEST)

Tasks

You have no open tasks.

Contact Information

AP

Aravo Staging supplier

PHONE: 5325235232

EMAIL: [test@test.com](mailto:test@test.com)

Support Contacts

**Step 4:** Click on the dropdown  
**Select Some Options**

**Step 5:** Select **Site & Bank  
Details** and click submit

**Step 6:** Click **Submit**

The screenshot shows a web form titled "Update Information" with a yellow header. Below the header is a grey box containing instructions: "Please review the selections below and select the section(s) you want to update." and "Based on the selection(s), the information will be displayed for updating. Our Supplier Data Management team will review and approve your updates. During the review process, your profile will be locked." Below this is a label "Select the data which you want to update:" followed by a dropdown menu. A blue circle with the number "4" points to the dropdown menu, which is currently open and showing a list of options: "Address & MISC", "Attestations", "CEO / Owner / Beneficiary Owner information", "Contact", "General Information", "Site & Bank details" (highlighted in blue), and "Tax & Withholding information". A blue circle with the number "5" points to the "Site & Bank details" option. Below the dropdown is a red "Submit" button and a grey "cancel" button. A blue circle with the number "6" points to the "Submit" button.



**Step 7:** Determine whether you want to use your company headquarters address (billing address above) as the payment address.

If yes, select **Yes** skip to **Step 9**

If no, select **No** and continue to **Step 8**

**Step 8:** When you select **No**, the screen will display an area for you to input your billing address. Complete all required fields.

**Step 9:** Enter **ONE** email address for **Purchase Orders** and enter **ONE** email address for Remittance (payment status information).

7 Do you want to use your company headquarters address (billing address above) as the payment address? \*  Yes  No

Address 1 \*

Address 2

Address 3

Address 4

City \*

Country \*

8 Do you want to use your company headquarters address (billing address above) as the payment address? \*  Yes  No

Email Instruction

Please enter **ONE** valid email per field for PO and Remittance values.

9 Email address for Purchase Orders \*

Email address for Remittance \*

**Step 10:** To update the **Accounting Contact Information** click on **Action** to show the drop down to choose **Edit**.

Update **First Name**, **Last Name**, **Email** and **Phone** of the primary contract as required

**Step 11:** To update the **Primary Account Information** click on **Action** to show the drop down to choose **Edit**.

A new window will open

**Step 12:** Select your **Bank Country** from the drop down list.

**Note:** The bank country will drive the required fields. There are helpful hints to guide you. In this example we have selected United States of America as the Bank Country.

**Step 13:** Select your **Name of Bank** from the drop down list

**Step 14:** Select your **Branch Type**

**Note:** For US or Canada banks choose **ABA**. For all other countries it will depend on the country your bank is located in, if you need guidance contact [SupplierConnect@intuit.com](mailto:SupplierConnect@intuit.com).

Accounting Contact Information

Filter Results:

	First Name*	Last Name*	Email*	Phone	Title
<b>Actions</b>	A	P	test@test.com	35353252352	

Primary Account Information

If your bank is not displayed below, please select your existing bank account from the drop down field next to the "Associate" button. Then click "Associate." The selected bank account will populate in the section under banking information. Click on "Actions," then "Edit" to change your banking information.

Primary Account Information

Filter Results:

	Bank Name	Bank Account Number	Primary?	Bank Country	Start Date
<b>Actions</b> <b>Edit</b>	SILICON VALLEY BANK	3300880430	—	United States Virgin Islands	07/24/2021

Choose an existing Banking Information:  **Associate**

Edit Banking Information

Primary Account Information

Bank Country\*

Name of Bank\*

Branch Type\*

**Step 15:** Enter your **Bank/Routing Number** or **Swift Code** depending on the location of your bank.

**Step 16:** Enter your **Bank Account Number**, **Account Currency** and **Bank Account Type**.

**Note:** Please make sure that the account information is only entered with numbers and/or letters and without special characters, for examples -, /, or &.

The screenshot shows a form titled "Edit Banking Information" with the following fields and instructions:

- 15** A text area containing the instruction: "digit institution identifier, and a check digit, which is used to uniquely identify any qualified financial institution participating in the payments system." Below this, it says "Formatted as: NNNNNNNNN" and "Example: 211179539".
- 15** A text input field labeled "Bank/Routing Number".
- A text area containing the instruction: "Swift Code not required for domestic payments AND If you are using a Foreign Currency for this Bank Account, Swift Code is mandatory."
- A text input field labeled "SWIFT Code".
- 16** A text input field labeled "Bank Account Number \*".
- A dropdown menu labeled "Account Currency \*" with "USD" selected.
- A radio button group labeled "Bank Account Type \*" with "Checking" selected and "Savings" unselected.

**Step 17:** Determine if an intermediary bank required for the payment.

If no, select **No** and skip to **Step 19**

**Step 18:** If you select **Yes**, additional fields will appear. Enter the required fields as applicable

**Step 19:** When your updates are complete, select **OK**.

**Note:** The Supplier Data Management team will be automatically notified to review and approve. Your Bank Details will be updated within 48 hours.

If you have difficulty in completing any portion of the banking section, please reach out to [SupplierConnect@intuit.com](mailto:SupplierConnect@intuit.com) with any questions.

**17**

**Intermediary Bank Information**

*i* In case an intermediary bank is required to receive final payment, please indicate bank details for intermediary bank as well. Please note that we cannot make a USD payment to a US bank via another US bank, i.e., no corresponding banks for USD Domestic Wires.

Is an intermediary bank required for the payment?\*  Yes  No

**18**

**Edit Banking Information**

Is an intermediary bank required for the payment?\*  Yes  No

Intermediary Bank Name\*

Intermediary Bank Account Number/Code\*

Intermediary Bank Key/ ABBA Routing # of Intermediary/ IBAN #\*

Intermediary Bank SWIFT Code

*i* For help, contact [SupplierConnect@intuit.com](mailto:SupplierConnect@intuit.com)

**19**

INTUIT



turbotax



credit karma



quickbooks



mailchimp

# Aravo:

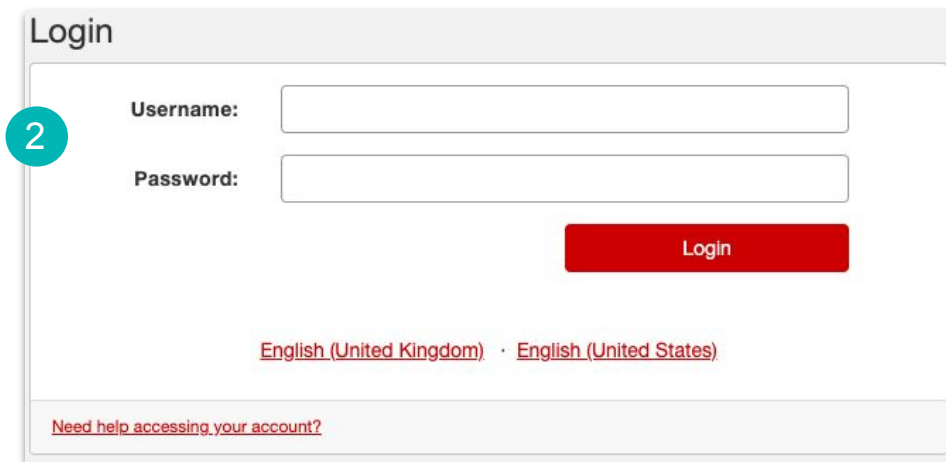
## How to Add a User

## Supplier Guide: How to add a user in Aravo

This guide will provide Suppliers with step-by-step guidance on adding site contacts within Aravo. Provide contacts for Accounting, Sales/Business, Information Security, Privacy, and 24x7 Emergency. These contacts can be the same person or different people.

**Step 1:** Login to the Aravo portal:  
<https://intuit.aravo.com/aems/login.do>

**Step 2:** Enter your **Username & Password**



2

Username:

Password:

Login

[English \(United Kingdom\)](#) · [English \(United States\)](#)

[Need help accessing your account?](#)

**Step 3:** To edit an existing contact, click **Actions** > **Edit**.

**Step 4:** To add new contact, click **Add a new Contact**

Contacts

Filter Results:

	First Name	Last Name	Email	Type	Phone	Phone Ext
				—	—	—

3 **Actions**

4 **Add a new Contact**

**Step 5:** Add contact details and select the **Type** field to select from the drop-down list

**5**

**Add New Contact**

**First Name \*** Joe **Last Name \*** Smith

**Email \*** smith@sup2.com

**Title**

Please enter one of the following in the Title field above:  
**CEO, CFO, Owner, Partner, Senior Vice President, Vice President, Director, Manager, Administrator/Assistant.**

**Type \***

**Phone \***

- Accounting
- Business
- 24x7 Emergency
- Information Security
- Privacy



**Step 6:** Select the **Self Service Login Access** checkbox

**Step 7:** Click **OK** when done

**i** Attention:  
Before clicking "OK" below, please be sure to check the "**Self Service Login Access**" checkbox to ensure you receive login credentials to the Intuit 3rd Party Portal

Self Service Login Access

**OK** [cancel](#)

7

6

INTUIT



turbotax



credit karma



quickbooks



mailchimp

# Aravo:

# How to Complete a Security Assessment

## Supplier Guide: How to Complete a Security Assessment in Aravo

This guide will provide Suppliers with step-by-step guidance on completing Intuit's 3rd Party Security Assessment (3PSA). You are being asked to complete this because your company has or will have access to Intuit confidential information. **Note:** You may also receive a Privacy Assessment in addition to this Security Assessment. These are two distinct assessments and both should be completed if requested.

**Step 1:** You should have received an email from a member of our Security team with the subject line, **[Action Required] Please Complete and Return Intuit Third Party Security Survey**, open the email

**Note:** If you are not the correct person within your organization to complete the Security Assessment, you can forward the email to the correct individual

**Step 2:** Select **Click here** to begin the assessment

**Note:** If you need support on the Security Assessment you can reach out to the 3rd Party Security Assessment team at **3PSA@intuit.com**

Email Details

Delivered ✓

SUBJECT	[Action Required] Please Complete and Return Intuit Third Party Information Security Survey –
SENT	12/02/2021
RECIPIENT	
CC	
SENDER	

1

Hello .

Intuit performs a third party security assessment (and periodic reassessments) on its partners who process, store, manage or have access to Intuit confidential information.

It's been identified that your company, , has or will have access to Intuit confidential information. As such, we request that you complete this third Party information security assessment survey regarding your company's information security controls by **12/09/2021**.

**Please Note:**

If you're NOT the right person to complete the survey, please don't try to open or complete it, but instead forward this email to the appropriate person.

If you ARE the right person to complete the survey, please use your Aravo credentials to log in to the [Aravo portal](#) and go to My Tasks to complete the survey. If you are unable to access the Aravo portal, [Click here](#) to directly access the survey. If neither of those work, please email [t4iAravoSupport@intuit.com](mailto:t4iAravoSupport@intuit.com) for help.

Once you've successfully accessed the survey, you can contact the Intuit Information Security team with any questions you may have about the survey itself, by emailing [3psa@intuit.com](mailto:3psa@intuit.com)

Thank you,  
Intuit Information Security Team

2

**Note:** As part of this assessment you will be required to provide information in the following sections:

<ul style="list-style-type: none"> <li>• Service Overview</li> <li>• Hosted Data</li> <li>• Segregation</li> <li>• Asset Management</li> <li>• Risk Management</li> <li>• Encryption</li> <li>• Business Continuity</li> <li>• Data Storage</li> <li>• Access Management</li> <li>• Network Security</li> </ul>	<ul style="list-style-type: none"> <li>• Hosted Based Security</li> <li>• Logging and Monitoring</li> <li>• Vulnerability Management</li> <li>• Incident Management</li> <li>• Change Management</li> <li>• Security Awareness</li> <li>• Human Resource</li> <li>• Software Development</li> <li>• Artificial Intelligence</li> </ul>
---	--

**Step 3:** Select **Complete this Intuit Security assessment** from the drop down menu

**Note:** As an alternative to completing the full assessment, if you have the current security documents listed in the instructions, you can select **Attach security attestation reports or shared assessment documentation** and attach those documents.

If you think that this assessment does not apply please reach out to [3PSA@intuit.com](mailto:3PSA@intuit.com) to discuss before making a selection

**Step 4:** Click **Next** to continue

Assessment Details

Required Completed 0% | Page Completed 0 of 1

Save & Continue Next >

\*Required Field [preview](#)

Third Party Name Pazien, Inc.

Intuit expects third parties we do business with to comply with Intuit information security requirements, data privacy, and applicable data protection laws. Since your organization will have access to Intuit corporate, worker, or customer information, Intuit requires a response to this security assessment request.

Return this completed security assessment questionnaire or documents within 7 business days of receipt of this request. If you cannot meet this timeline or have any questions, please email us of your expected response date at [3PSA@intuit.com](mailto:3PSA@intuit.com).

Third parties working with Intuit must undergo a security assessment by responding to an Intuit security questionnaire or providing the appropriate documentation. In lieu of this questionnaire, Intuit may accept

- A security attestation report (e.g. SOC2 TypeII report, PCI Attestation of Compliance (AOC) report, ISO 27001:2013 report)

or

- An already completed Shared Assessment (e.g. SIG, CAIQ)

How will you provide the requested information to Intuit? 3 Select an Option

\* 4

Complete this Intuit Information Security questionnaire

Complete this Intuit Information Security questionnaire

Attach security attestation reports or shared assessment documentation

We will NOT complete the questionnaire nor provide documentation

We are not sharing or accessing Intuit data. This questionnaire does not apply.

**Step 5:** Complete the **Service Overview** section of the assessment

**Note:** Throughout this assessment, the responses you give may trigger additional questions to appear

5

### Service Overview

Describe the services being provided to Intuit for this engagement. How do these services interact with Intuit scoped information? \*

Describe the data flow as it relates to this engagement with Intuit \*

Attach a copy of a data flow diagram and/or architecture diagram \*

Choose File No ...sen

Which Intuit product lines apply to this engagement? \*

Select Some Options

What is the highest data classification that describes this engagement with Intuit? \*

Select Some Options

What data elements are being shared or accessed for this engagement? \*

**Step 6:** Complete the **Hosted Data Service** section of the assessment

**Step 7:** Complete the **Segregation** section of the assessment

**Step 8:** Click **Next** to continue

**Note:** At any point, you can click **Save & Continue** in case you need to leave the assessment and come back to it later

The screenshot displays a web-based assessment form. The top section is titled "Hosted Data Service" and contains three questions. The first question, marked with a red circle containing the number 6, asks to describe the hosting environment and services used. The second question, marked with a red asterisk, asks for a list of cities, states/regions, and countries that will host Intuit's data. The third question, also marked with a red asterisk, asks how the services or data will be hosted, with a dropdown menu currently showing "Select Some Options". The bottom section is titled "Segregation" and contains a single question, marked with a red circle containing the number 7, asking if Intuit's data is segregated from other customer data, with radio button options for "Yes" and "No". At the bottom of the form, there are three blue buttons: "Back", "Save & Continue", and "Next". The "Next" button is highlighted with a red border, and a red circle containing the number 8 is positioned to its left.

**Step 9:** Complete the **Asset Management** section of the assessment

**Note:** Throughout this assessment, the responses you give may trigger additional questions to appear

9

### Asset Management

Are staff allowed to have direct access to Intuit scoped systems or data directly via non-managed personal devices? \*  Yes  No

Do you monitor and limit the use of external devices (USB, CDs, etc.) to business need? \*  Yes  No

Do you have an asset inventory tool that manages and tracks authorized IT assets that handle Intuit scoped data? \*  Yes  No

Which industry standards do you use for provisioning hardware, software, and operating systems that handle Intuit confidential data? \* Select Some Options

**Step 10:** Complete the **Risk Management** section of the assessment

**Step 11:** Click **Next** to continue

**10**

### Risk Management

Do you monitor and perform security assessments of your third parties, specifically any that might have access to Intuit data, for security risks at least every 12 months? \*  Yes  No

If yes, explain how security assessments of your third parties are performed

If no, why are you not monitoring and performing security assessments of your third parties?

\*

Will there be any subcontractors or any other third parties working on your company's behalf that will be involved with this Intuit engagement and have access to Intuit scoped systems or data? \*  Yes  No

Will there be an integration and data sharing between Intuit, your organization, and a sub processor of yours or another third party not associated with this engagement? \*  Yes  No

**11** « Back Save & Continue Next »



## Step 12: Complete the **Encryption** section of the assessment

**Note:** For more information about about the words in blue, you can hover over them and a tips pop up will appear

12

### Encryption

Intuit expects that encryption is enabled on all hard disks for all host-based and/or file storage that access, store, and/or process Intuit scoped data. What type of encryption is enabled protecting Intuit scoped data at rest? \*

Select an Option

Provide details about the encryption

Do you encrypt Intuit scoped data *in transit*? \*

Yes  No  Not Applicable

Provide details about the encryption for data in transit *in transit*

Do you use any deprecated encryption algorithms and key lengths for protecting *Intuit data at rest or in transit*? \*

Yes  No  Not Applicable

Provide details about the deprecated encryption

How are you managing encryption keys for Intuit scoped data? \*

Select an Option

Describe how you are managing encryption keys

**Step 13:** Complete the **Business Continuity** section of the assessment

**Step 14:** Complete the **Data Storage** section of the assessment

The screenshot displays a web form with two sections. The first section, titled "Business Continuity", contains a question: "Do you have a Disaster Recovery Plan and/or Business Continuity Plan? \*". To the right of the question are two radio buttons labeled "Yes" and "No". A teal circle with the number "13" is overlaid on the left side of this question. The second section, titled "Data Storage", contains a question: "How are backups storing Intuit scoped data protected? \*". To the right of the question is a dropdown menu with the text "Select an Option" and a downward arrow. A teal circle with the number "14" is overlaid on the left side of this question.

**Step 15:** Complete the **Access Management** section of the assessment

**Step 16:** Click **Next** to continue

### Access Management

15

Do you have multi-factor authentication (MFA) enabled in your environment for employee access to Intuit scoped data and/or services? \*

Yes  No

List the compensating controls your organization has deployed to help reduce the risk of not having MFA

---

Can you meet ALL of the following minimum NIST SP 800-63 password standards for systems that handle Intuit scoped data/services:

- \* 8 character minimum when a human sets password
- \* 6 character minimum when set by a system/service
- \* Support at least 64 characters maximum length
- \* Minimum of 10 password attempts before logout
- \* No complexity requirements
- \* No password expiration period
- \* No password hints

Yes  No

---

Do you perform user account reviews every 90 days (or sooner) to ensure access is appropriate, and do you disable accounts that have been terminated or are inactive? \*

Yes  No

---

Is access control on applications, operating systems, databases, and network devices configured according to the principle of least privilege/Role Based Access (RBAC) for Intuit scoped systems and/or data? \*

Yes  No

---

Can you meet ALL of the following privileged access user standards for users who process or store Intuit scoped data/services? Privileged user accounts are

- \* restricted to system maintenance work and not daily functions such as email, web browsing, etc.
- \* unique per individual and not shared with others
- \* monitored for anomalous activity

Yes  No

16

« Back
Save & Continue
Next »

**Step 17:** Complete the **Network Security** section of the assessment

**Step 18:** Complete the **Hosted Based Security** section of the assessment

### Network Security

17 Is Intuit in scope services/data hosted behind a firewall with a default-deny rule that drops all traffic except those services and ports that are explicitly allowed for this service/offering? \*  Yes  No

Is there an Intrusion Detection/Prevention System (IDS/IPS) to detect/block malicious network traffic at your organization's network boundaries? \*  Yes  No

Is there a Web Application Firewall (WAF) in place to protect against common attacks for any Intuit scoped externally facing web applications? \*  Yes  No

### Host Based Security

18 Is there host-based security (anti-virus, behavioral, etc.) on all systems that handle Intuit scoped services/data? \*  Yes  No

**Step 19:** Complete the **Logging and Monitoring** section of the assessment

19

#### Logging and Monitoring

Are ALL logs supporting Intuit scoped data protected against modification, deletion and inappropriate access? \*  Yes  No

Are your network and security systems logging ALL activity info, errors, start and finish times? \*  Yes  No

Are log files retained for 90 days or longer? \*  Yes  No

Are log reviews of systems handling Intuit confidential data continuous with alerting enabled for anomalous activity at least on a daily basis? \*  Yes  No

Do you have an automated system to alert suspicious events (e.g. SIEM or equivalent)? \*  Yes  No

Are logs encrypted and/or isolated to restrict access to specific roles and prevent tampering? \*  Yes  No

**Step 20:** Complete the **Vulnerability Management** section of the assessment

**Step 21:** Click **Next** to continue

**Vulnerability Management**

20 Can your organization meet Intuit's requirements for infrastructure vulnerability scanning for Intuit scope systems?  Yes  No

\*Vulnerability scanning on Intuit scope system should be done on a monthly basis  
\*Found vulnerabilities should be prioritized by severity and remediated on a risk-based timeline \*

Provide details about your vulnerability scanning

Intuit requires security patching to follow the National Vulnerability Database ratings and scheduling guidelines:  Yes  No

-Critical rated patches should be applied no later than 48 hours of release  
-High rated patches should be applied within 7 days of release -All other vulnerabilities should be applied within 30 days of release

Can you meet these guidelines? \*

Provide details about your security patching plan

Do you have any pending zero day vulnerabilities and/or critical/high risk vulnerabilities on resources on which Intuit shared data will be stored and processed?  Yes  No

Be sure to consider unmitigated risks related to the SolarWinds, FireEye, Microsoft Exchange, or Apache Log4j vulnerabilities. \*

21 « Back Save & Continue Next »

**Step 22:** Complete the **Incident Management** section of the assessment

**Step 23:** Complete the **Change Management** section of the assessment

**Step 24:** Complete the **Security Awareness** section of the assessment

**Step 25:** Complete the **Human Resource** section of the assessment

**Step 26:** Click **Next** to continue

The screenshot displays a multi-section assessment interface. The sections are: Incident Management, Change Management, Security Awareness, and Human Resource. Each section contains one or more questions with radio button options for 'Yes' and 'No'. A 'Select an Option' dropdown menu is present in the first question of the Incident Management section. A text input field is provided for describing the change management process. At the bottom, there are three navigation buttons: 'Back', 'Save & Continue', and 'Next'. The 'Next' button is highlighted with a blue border and a blue callout circle containing the number 26.

**22** Incident Management

How often do you test your Incident Response Plan with the incident handling team? \* Select an Option ▾

Has your company experienced a data breach within the last 3 years? \*  Yes  No

**23** Change Management

Do you have a formal change management process which includes impact analysis, approvals, testing, and rollback procedures? \*  Yes  No

Describe your change management process

**24** Security Awareness

Are employees required to take security awareness training at least annually or when there has been a substantive change to security policies or procedures? \*  Yes  No

**25** Human Resource

Have all employees who have access to Intuit data gone through a criminal background check? \*  Yes  No

**26** « Back Save & Continue Next »

**Step 27:** Complete the **Software Development** section of the assessment

**Step 28:** Complete the **Artificial Intelligence** section of the assessment

**Step 29:** Add any **Closing Comments**

**Step 30:** Click **Next** to continue

The screenshot shows a web-based assessment form with the following sections:

- Software Development:** A question "Does the scope of this Intuit engagement include software development?" with radio buttons for "Yes" and "No".
- Artificial Intelligence:** Three questions with text input fields:
  - "How long do you retain inactive models?"
  - "As a model provider, do you have real-time model monitoring and model drift detection processes?" with radio buttons for "Yes" and "No".
  - "Please explain in detail"
  - "What counter measures do you have in place to prevent poisoning attacks of AIML Models?"
- Closing Comments:** A question "Any additional comments or feedback for Intuit regarding this assessment?" with a large text input field.

At the bottom of the form, there is a note: "Don't forget to click the **Save & Send Updates** button to submit your information to Intuit."

Navigation buttons for Step 30:

- « Back
- Save & Continue
- Next »



**Note:** Review the information that you have provided

If you need to make any changes, click the **Back** button



**Step 31:** When you are finished with the assessment, click **Save & Send Updates**

**Note:** The 3PSA team will review your assessment and contact you via email if they require any further information or once the assessment is accepted

## Review & Submit

Please review the information you have provided. If you would like to make a change to the information you have provided, please click on the 'Back' button or use the links in the menu on the left side of this page to go directly to the page that needs to be modified. If you are satisfied with the information you have provided, please click on the 'Save & Send Updates' button to submit your information.

[« Back](#)[preview](#) 

Click on a page title below to expand a section, or click the + to expand all sections.  

▶ Assessment Details

▶ Security Assessment

▶ Security Assessment (contd.,)

▶ Security Assessment (contd.,)

▶ Security Assessment (contd.,)

▶ Security Assessment (contd.,)

▶ Security Assessment (contd.,)

31

[« Back](#)[Save & Send Updates](#)

INTUIT



# Aravo:

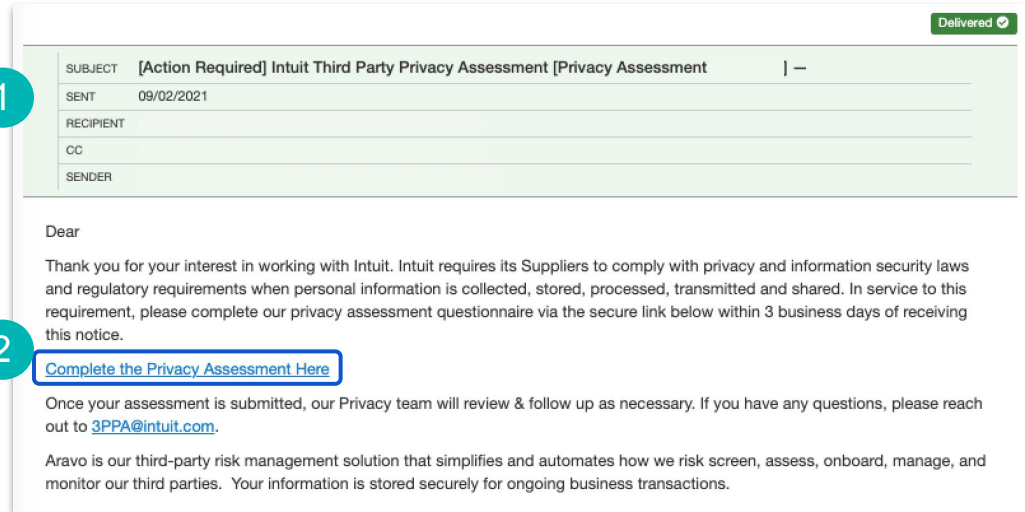
# How to Complete a Privacy Assessment

This guide will provide Suppliers with step-by-step guidance on completing a 3rd Party Privacy Assessment (3PPA). A Privacy Assessment is necessary because your organization will have access to transmit, process or store Intuit corporate, Intuit worker or Intuit customer information. **Note:** You may also receive a Security Assessment in addition to this Privacy Assessment. These are two distinct assessments and both should be completed if requested.

**Step 1:** You should have received an email from a member of our Privacy team with the subject line, **[Action Required] Intuit Third Party Privacy Assessment [Privacy Assessment xxxxxxxx]**, open the email

**Note:** If you are not the correct person within your organization to complete the Privacy Assessment, you can forward the email to the correct individual

**Step 2:** Click the link to **Complete the Privacy Assessment Here**



**Note:** As part of this assessment you will be required to provide information in the following sections:

- Your Organization's Role
- Data Delete and Access (if applicable)
- Privacy
- Purpose and Use
- Policy
- Reporting


**Note:** If you need support on the Privacy Assessment you can reach out to 3rd Party Privacy Assessment team at [3PPA@intuit.com](mailto:3PPA@intuit.com)

## Data Privacy Assessment

Save & Continue   Next »

Page Requirements

Required Completed 0% | Page Completed 0 of 1

[preview](#) 

**\*Required Field**

Intuit expects third parties we do business with to comply with Intuit privacy requirements, data privacy and applicable data protection laws.

Your organization will have access to, transmit, process or store Intuit corporate, Intuit worker or Intuit customer information. Your responses to the following survey will allow Intuit to understand your organization's ability to meet and comply with the above requirements and laws.

Please respond fully to this survey within 7 business days of receipt. If you cannot meet this expectation, notify us of your expected survey response date at [3PPA@intuit.com](mailto:3PPA@intuit.com).

Some questions contain tooltips. Hover over underlined words to see additional information.

You can save and return to the form as often as you need by clicking on the Save and Continue button. When you are ready to submit this form, make sure you click **Save and Send Updates** button on the last page to send your responses to Intuit.

If you have any questions, please contact Intuit Privacy Team at [3PPA@intuit.com](mailto:3PPA@intuit.com)

**Step 3:** Begin the process by ensuring the **Primary Contact** is listed on the form

You can select the appropriate contact from the drop down list and click **Associate**

If the appropriate contact is not found in the drop down list, click **Add a new Contact** to include that person

**Note:** Once the contact is selected or added, be sure to include the **Type** as **Privacy**

### Privacy Contact

Required: There must be one Privacy Contact assigned. The contact should be the appropriate person within your organization who can answer a privacy questionnaire. Select **only one** contact designed for Privacy.

- Select from the dropdown and click Associate. If the Contact Type does not include Privacy, select Actions > Edit in the table to update the contact OR
- Click the Add new contact and create a new contact with Type = Privacy

#### Privacy Contact:

No items found.

3 Choose an existing Contact:  Associate or [Add a new Contact](#)

#### Privacy Contact:

Filter Results: <input type="text"/>						
	First Name*	Last Name*	Email*	Title	Type*	All Fields Phone Number
<a href="#">Actions</a> <small>Newly Associated</small>	Raj	Naik		Manager	Accounting, Main Contact, 24x7 Emergency, Information Security, <b>Privacy</b>	

**Step 4:** Choose the category for your organization

**Step 5:** Click **Next**

**Note:** At any point you can click **Save & Continue** in case you need to leave the assessment and come back to it later

**Note:** The questions that follow in the assessment will depend on your answer to this initial question

In this case, we are showing the questions which appear for **Data Processor**

**Your Organization's Role**

The next set of questions will help to determine your company's obligations with respect to data subject rights requests under applicable privacy laws and regulations

4 How would you categorize your organization? \*

Select an Option

**Data Controller** - the legal entity which determines the purposes and means of processing of personal data;

**Joint Data Controller** - the legal entity which, jointly with Intuit, determines the purposes and means of the processing of personal data;

**Data Processor** - the natural or legal entity which processes personal data on behalf of the controller (for example, in a service agreement)

5 Save & Continue Next >

Select an Option

- Data controller
- Data processor
- We do NOT access, transmit, process, or store Intuit data

**Note:** Throughout this assessment, the responses you give may trigger additional questions to appear

In this example, we are showing the questions which appear for **Data Processor**

Complete all required questions in the Organization section

Does Intuit have the same customer or Intuit worker data that is stored in your system? \*  Yes  No

Can your company delete all customer data shared with you by Intuit every 30 days without impacting your business model? \*  Yes  No

- De-identified means information that has had enough Personal Information removed or obscured such that the remaining information does not identify an individual, and there is no reasonable basis to believe that the recipient of the information can use it to identify an individual.
- Aggregated means information from or pertaining to a group of people that has been altered or manipulated so that there is no reasonable basis for the recipient of the information to discern the specific identity or response of any person from which the data was obtained or to whom it pertains.

Can you anonymize, de-identify, or aggregate the Intuit data that is shared with you? \*  Yes  No

What data element or combination of data elements can Intuit use to help your company locate an individual in your system? \*

Upon termination of services, are you able to delete any and all related Intuit data? \*  Yes  No

**Step 6:** If applicable, complete the **Data Delete and Access** section (only required for Data Processors)

**Note:** For the **Data Inventory Attachment**, please use the link mentioned to download the template first, and then once completed upload the file

It is important within the Data Inventory to **specify who is the custodian of the data elements** in case we need to request access or deletion of certain elements.

**Step 7:** Click **Next**

### Data Delete and Access

6

Do you have a DELETE API? \*  Yes  No

Do you have an ACCESS API? \*  Yes  No

Use this [link](#) to download a data inventory template. Provide the information requested and upload the file below.

Data Inventory Attachment \*

Choose File No...sen

DELETE requests from Intuit must be acknowledged within 2 calendar days and executed within 10 business days. Can you meet this SLA? \*  Yes  No

ACCESS requests from Intuit must be executed within 4 calendar days. Can you meet this SLA? \*  Yes  No

7

Save &amp; Continue

Next »



**Step 8:** Complete the **Privacy** section

**Note:** For more information about about the words in blue, you can hover over them and a tips pop up will appear

**Step 9:** Complete the **Purpose and Use** section

**Step 10:** Click **Next**

The screenshot shows a multi-step onboarding form. Step 8 is the 'Privacy' section, which includes a question about sensitive personal information and a detailed definition of it. Step 9 is the 'Purpose and Use' section, with a question about the use of personal information. Step 10 is the navigation bar at the bottom, featuring 'Back', 'Save & Continue', and 'Next' buttons. The 'Next' button is highlighted with a red border.

**8** Privacy

Does this engagement involve processing Sensitive Personal Information? \*  Yes  No

Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, as well as genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

**9** Purpose and Use

Will the personal information be used for any purpose other than that for which it was primarily collected? \*  Yes  No

**10** « Back Save & Continue Next »

## Step 11: Complete the **Policy** section

**Note:** For more information about about the words in blue, you can hover over them and a tips pop up will appear

11

Policy	
Will there be subcontractors or any other third parties working on your company's behalf that will be processing Personal Information? *	<input type="radio"/> Yes <input type="radio"/> No
Will Personal Information be <b>transferred</b> across international borders by you or your subcontractors? *	<input type="radio"/> Yes <input type="radio"/> No
Do you have an external privacy notice? *	<input type="radio"/> Yes <input type="radio"/> No
Do you have documented policies and procedures detailing your organization's privacy practices and safeguards, including data handling and data retention(i.e. polices around hot, warm and cold backups for data, logical/physical segregation, legal holds, as well as other exceptions to the deletion requirements listed above)? *	<input type="radio"/> Yes <input type="radio"/> No
Do you have documented policies and procedures on processing and managing data subject rights requests (practices in place to handle requests including but not limited to: Access, Correction, Deletion, Opt-Out, Portability)? *	<input type="radio"/> Yes <input type="radio"/> No
Do you have documented policies and procedures to ensure the Personal Information processed is <b>minimized</b> only to what is strictly necessary to fulfill the business purpose? *	<input type="radio"/> Yes <input type="radio"/> No
Do you have documented policies and procedures around how data is deleted/deprecated/segregated once it is no longer necessary for the purpose it was originally retained? *	<input type="radio"/> Yes <input type="radio"/> No
Are employees required to take a privacy awareness training at minimum annually? *	<input type="radio"/> Yes <input type="radio"/> No
Do employees (i.e. customer support agents) who have access to Personal Information receive role-specific training on data privacy protection practices? *	<input type="radio"/> Yes <input type="radio"/> No

**Step 12:** Complete the **Reporting** section

**Step 13:** Click **Next**

**12**

**Reporting**

Do you have a breach notification process that defines steps for reporting and notifying, in accordance with applicable laws and regulations, to include your notifications from your own processors/sub-processors? \*

Yes  No

---

Do you have a documented process for reporting and notifying privacy and/or security vulnerabilities of your or your processors'/sub-processors' systems? \*

Yes  No

---

Will you be able to report any breach to Intuit within 48 hours of detection? \*

Yes  No

**13** « Back Save & Continue **Next** »

**Note:** If you need to go back and change any of your responses, click **Back**

**Step 14:** When you are ready to submit, click **Save & Send Updates**

**Note:** The 3PPA team will review your assessment and contact you via email if they require any further information or once the assessment is accepted

Tasks ▶ Privacy Assessment v2.3 ▶ Task: TP access 3PPA

Email

### Review & Submit

Don't forget to click the **Save & Send Updates** button to submit your information to Intuit.

« Back Save & Send Updates

Click on a page title below to expand a section, or click the + to expand all sections.

- ▶ Data Privacy Assessment
- ▶ Purpose and Use
- ▶ Policy and Reporting

14 « Back Save & Send Updates

# Additional support

For additional questions and reference guides, visit our [Supplier Programs page](#)

You can also reach out to us at [SupplierConnect@Intuit.com](mailto:SupplierConnect@Intuit.com)