# AQUA UNITIER SUPPORT & FAQ

You were selected by your customer to provide Tier 2 information. In support for your supplier diversity effort, this request runs annually. A period opens so that you may provide all the information that was requested by Aqua.

TIER 2 SYSTEM

Account Login

Log in by using your email and password. Check your spam folder if you did not receive an email or contact unitier@supplier.io

Click 'Forget Password' if you do not remember your password and the system will email you with a link to reset it. Another option to log in by visiting UniTier website and click the Login menu.
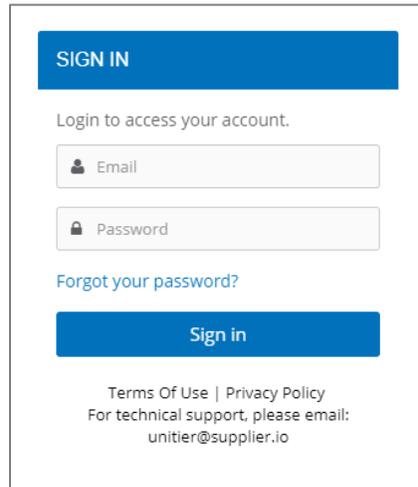
Additional Help

Click the question mark icon found on the upper right-hand side of the page next to your username. This will give you a description of each section of the page you are on.
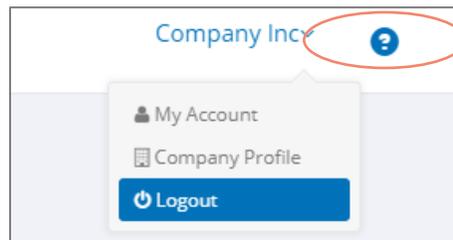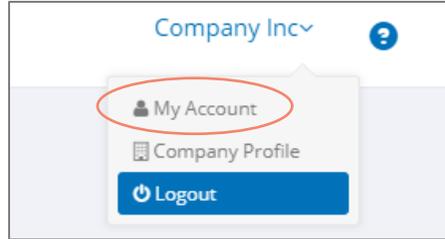

Support

Click the **Support** button at the bottom of any page to contact UniTier Support directly.

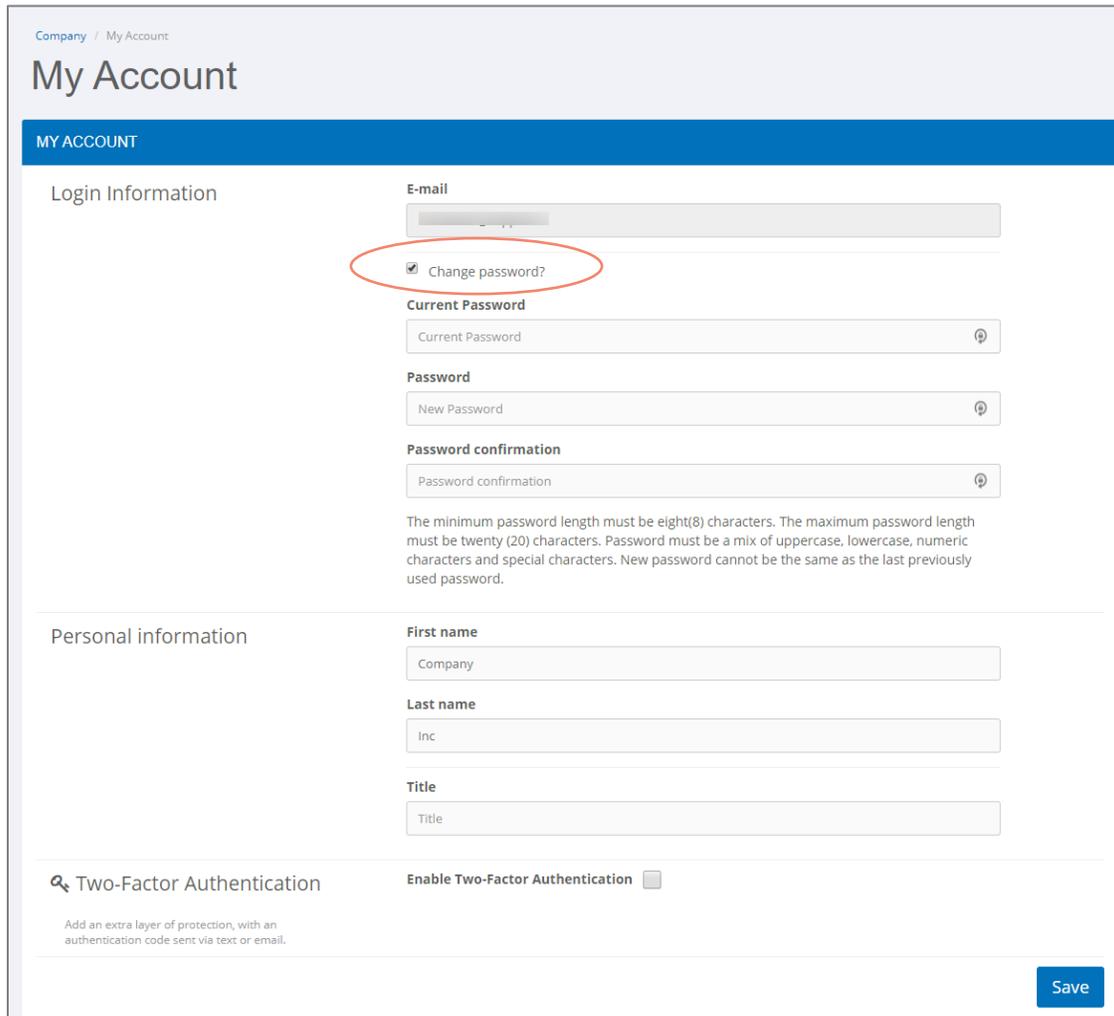Access the knowledge base by typing keyword/s to search for articles.

Account Information Menu

To update your account information, click the arrow next to your user name and select **My Account**.

Password Update

Check the **Change Password** checkbox on your Account page and follow the parameters to change your password.
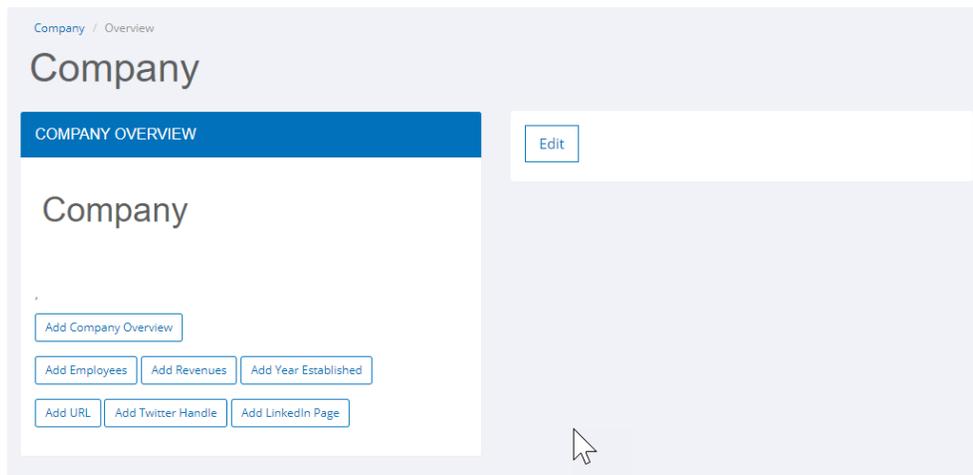
Menu

Update your company information by filling out sections under **Company Profile**. Click **Tier 2** menu to view reporting status and to enter your Tier 2 information.
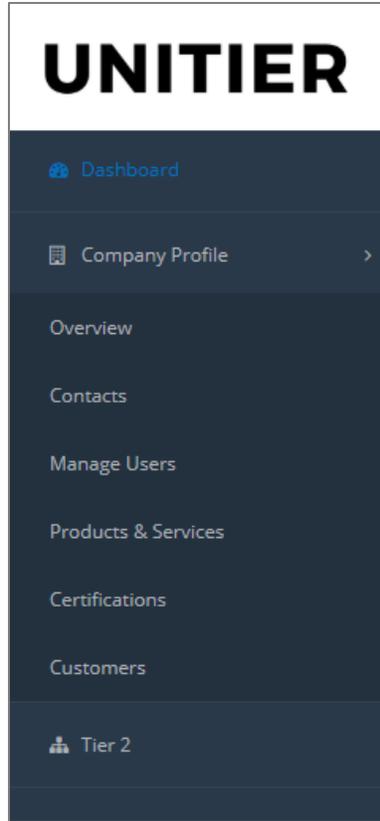
Company Overview

Add/Edit company information on this page. Click **Edit** to update company details.

Add Contacts

Add company contact information on this page. Add full name, email address and title to add a new contact.

Manage Users

Add user/s on Manage Users page. Add full name and email address to add a new user.

Tier 2 Page

This page lists the customer/s that invited you to report. Tier 2 Reporting Status table is divided into periods. Periods may vary between your customers. Aqua is on annual reporting schedule and Q4 will be used to report for the year. The date below the quarter indicates when a period closes. A Submitted status will appear once you have submitted your report.

Click **View** button to edit submitted report. (Note: You will need to resubmit your report once you click Edit)

Dashboard button will appear after your first submission. This will direct you to a page that will show your spending through the course of the year.

To add Tier 2 information, click **Report** button.

View summary report per customer by clicking **Submissions Summary**.

Spend Report Summary for 2018

Report Year 2018 ▾ Spend Verified ▾ **Update Report**

Company Name

Diversity Category	Q1	Q2	Q3	Q4	Total
MBE	$82,300	$0	$0	$73,800	**$156,100**
WBE	$46,000	$0	$0	$15,600	**$61,600**
DISABLED	$19,980	$0	$0	$15,600	**$35,580**
SDVET	$15,600	$0	$0	$18,000	**$33,600**
VET	$9,000	$0	$0	$24,000	**$33,000**
Total	**$172,880**	**$0**	**$0**	**$147,000**	**$319,880**

View Details

Request Supplier's Certificate

When adding a new supplier, you may use the scroller icon to request a certificate from the supplier.

Provide supplier's email and contact name. Click Save and the system will email the supplier requesting to upload their certificate.

All Suppliers button will show all suppliers used in Tier 2 reporting. You may search which suppliers were reported to each customer. Update any unverified supplier (needs attention items listed below) on this section without having to wait for the next period to open.


Program Details

Click on 'View Program Details' to view the certifications that Aqua accepts which will determine whether a supplier is verified or unverified. Customer's contact information is also listed on this section.

Updating Tier 2 Report

Click **Edit** button to edit your report. Once you click **Edit** you will need to click **Submit** on the Review and Submit page to resubmit your report.
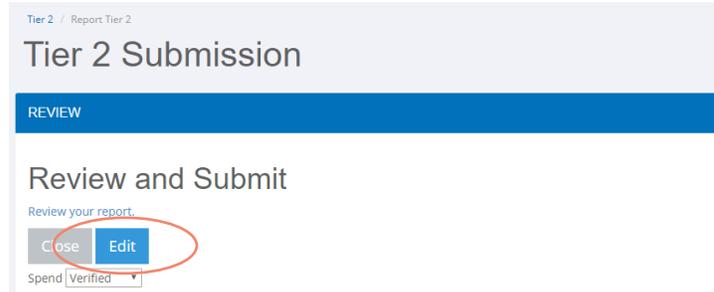
Verified Spend

Toggle between Verified and Unverified Spend on your Review and Submit page.

Verified spend are spend that was submitted with valid certifications from different agencies that Aqua is accepting. (needs attention items listed below)

Q3 2019 Review and Submit

Review your report.

Spend: Verified

Diversity Category	Direct	Indirect	Total
MBE	$9,000	$8,580	$17,580
AFRICAN AMERICAN	$0	$2,000	$2,000
ASIAN AMERICAN	$9,000	$600	$9,600
CANADIAN ABORIGINAL / VISIBLE MINORITIES	$0	$2,400	$2,400
HISPANIC AMERICAN	$0	$1,800	$1,800
NATIVE AMERICAN	$0	$1,780	$1,780
WBE	$1,000	$2,000	$3,000
DISABLED	$0	$4,000	$4,000
LGBT	$0	$200	$200
SDVET	$6,700	$0	$6,700
VET	$6,700	$17,800	$24,500
Total	$16,700	$32,580	$49,280

Total excludes double counting and may not equal the sum of all category rows

Q & A

Who may I contact for technical support?

For technical support, please email unitier@supplier.io

Where to log in to report tier 2 to Aqua?

Go to Aqua's landing page https://aqua.supplierone.co/ and click **Submit your Report**.

What is Tier I?

Tier 1 suppliers are the business partners who directly provide goods and services to the parent company.

What is Tier 2?

Tier 2 suppliers are the vendors or subcontractor of the Tier 1 supplier.

What is Tier 2 Supplier Diversity Program?

Tier 2 Supplier Diversity Program aims to grow and sustain beyond direct supplier relationships which is Tier 1. For many varying reasons, growth opportunities for small business who are more frequently down the supply chain. Through the Tier 2 Program, key suppliers are required to create and/ or maintain their own supplier diversity program and report the spend on a quarterly basis.

What is Direct Spend?

Direct spend refers to the purchases of goods and services that are directly incorporated into a product being manufactured. This is the spend you incurred for the completion of your obligation to a company. Examples include raw materials, subcontracted manufacturing services, components, hardware, etc.

What is Indirect Spend?

Indirect spend refers to purchases of goods and services that are not incorporated into a product being manufactured. This is your spending with diverse suppliers that was not related directly to the fulfillment of any specific contract.

How indirect spend allocated to your customer?

Indirect spending is allocated to your customer based on the percentage of your total revenue that your customer represents. For example, if your total sales in a quarter are $1,000,000, your sales to your customer are $200,000, 20% ($200,000/$1,000,000) of your diversity spend will be allocated to your customer.

How to get more information about UniTier System?

Visit https://www.unifiedtier2.com/ for more information.