Kraken's Vendor Guide

Welcome to Kraken! As part of our vendor onboarding, we use **Zip's** orchestration platform to securely collect the details we need to get you registered and paid—efficiently and compliantly.

✅ What to Expect

You'll receive an email from:
✉️ **notifications@payward.ziphq.com**
 Subject line: *"[Action Required] You've been invited to complete tasks for Payward, Inc."*

This email will prompt you to:

1. **Create portal credentials**
2. **Log in to Zip's secure vendor portal**
3. **Complete your registration checklist**

Zip

You have been invited by Acme to complete tasks

Hi Rufus, you've been invited to complete tasks on Zip, **Acme's** vendor management tool, by **John Trumble** (jtrumble@acme.com).

See an important message from Acme about your tasks:

> John Trumble
>
> Hello, my organization is considering purchasing your company's products or services. Before we can make a purchase, our policy requires us to establish your company as a vendor in our procurement and ERP systems.
>
> To help us get your company set up as a vendor in our systems, please complete the tasks below as soon as possible. Thanks!

Get started

What is Zip's vendor portal?
Zip's vendor portal helps you to communicate all the important details about your organization and share them with potential buyers so that you can close deals quicker and manage your relationships more efficiently.

📌 What You'll Be Asked to Submit

Zip will prompt you to upload:

- **Banking details** for secure payments
- **Proof of bank account** (e.g., voided check or letter from your bank)
- **Tax document** (e.g., W-9 or W-8 depending on your jurisdiction if contracting with a U.S. Payward entity)

These are required for:

- Vendor registration in our financial system (NetSuite)
- Invoice payment processing
- Audit and tax reporting compliance

Work with Payward Inc. d/b/a Kraken

Welcome to Payward Inc's (DBA Kraken) Vendor onboarding experience. Please complete the below tasks **as soon as you can**, to avoid delays on the contract finalization and initiation of the relationship.

If you have an **existing relationship** with Payward (DBA Kraken), please disregard the following message. If you're **starting a relationship** with Payward (DBA Kraken), your tax documentation will be required to avoid delays on the contract finalization and initiation of the relationship. Please refer to the below IRS links for high-level instructions. For any other questions, please contact your primary Tax Advisor.

If your company is based in the U.S., please upload your **W9**.
If your company is not based in the U.S., please upload your **W8-BEN** (for Individuals) or your **W8-BEN-E** (for Corporations).

If you need to invite teammate(s) from your organization as vendor portal admins to complete task(s), please check out this **article** with step-by-step instructions.

Please be on the lookout for a separate email from our Vendor Risk Management system, AuditBoard, for any required due diligence activities.

0% complete
5 required tasks left

Registration

☑ Business information — View

☑ Tax information — View

☑ Payment method(s) — View

Surveys

☑ Vendor Tax Survey — View

☑ Vendor form — View

🔍 Why This Matters

Even for short-term engagements, these requirements ensure:

- Timely and accurate payments
- Compliance with audit, regulatory, and tax standards
- Complete visibility across the Kraken vendor ecosystem

You may also receive a **separate due diligence email** from our risk platform, **AuditBoard**, depending on the nature of the engagement.

📩 After the Contract is Signed

Once your contract is executed:

- Kraken will issue a **Purchase Order (PO)** via Zip
- You'll receive a Zip email with PO details
    - Please **review the PO** (amount, scope, billing entity)
- Email your invoice with PO# on it to the Kraken Accounts Payable team at <**accountspayable@kraken.com**> and feel free to CC your Kraken point of contact.

🔁 Need to Share Access?

If others on your team need access to the Zip portal:

- Log into the vendor portal
- Click **Users and permissions**
- Click **+ Invite new user**, fill in details, and send

🔄 How to Update Your Company Info (Tax, Address, Banking, etc.)

If you need to make changes after registration:

1. Email your Kraken point of contact and Kraken Accounts Payable team
2. Kraken Accounts Payable will validate your identity with the contact email on record
3. You'll receive a **new Zip portal invitation** via email to update your information

📬 Questions?

Reach out to your Kraken point of contact. We're excited to work with you and appreciate your partnership! 🚀