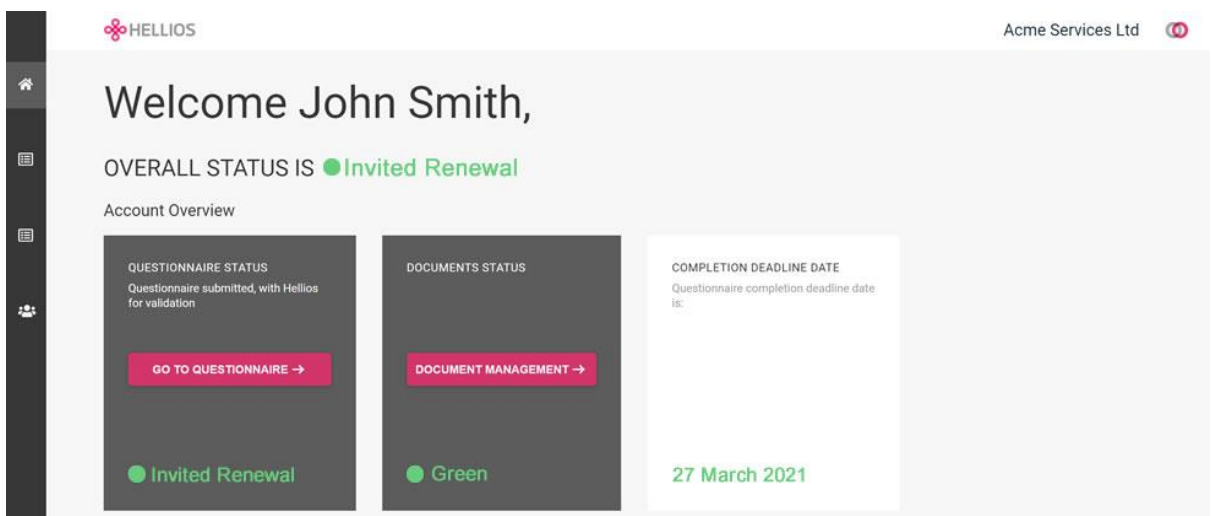


How to renew your registration

The buying organisations require their suppliers to keep their information up-to-date. All suppliers are required to update and re-submit their information annually. Suppliers are notified of the need to renew six weeks' in advance of their renewal date. The vast majority of currently held answers are available to review and so the questionnaire does not need to be completed from scratch; there are a small number of questions where the answers are cleared since the buying organisations require re-confirmation of the answers.

Renewing your information follows the same submission and validation process as for first-time completion. Your renewal date is shown on the deadline tile from the moment that you complete the process first time.



The screenshot displays the HELLIOS user interface for a user named John Smith. The page title is "Welcome John Smith," and the overall status is "Invited Renewal" (indicated by a green dot). The account overview section contains three main tiles:

- QUESTIONNAIRE STATUS:** "Questionnaire submitted, with HELLIOS for validation." It includes a "GO TO QUESTIONNAIRE →" button and a status indicator of "Invited Renewal" (green dot).
- DOCUMENTS STATUS:** It includes a "DOCUMENT MANAGEMENT →" button and a status indicator of "Green" (green dot).
- COMPLETION DEADLINE DATE:** "Questionnaire completion deadline date is: 27 March 2021".

The top right of the interface shows the user's name "Acme Services Ltd" and a profile icon.

Please note: it is important that you complete renewal by the deadline stated, as this is your anniversary date and cannot be amended or extended. If renewal is not completed on time your organisation status will change to Expired and your information will no longer be available to the buyer organisations in the community.