Audit and Comply

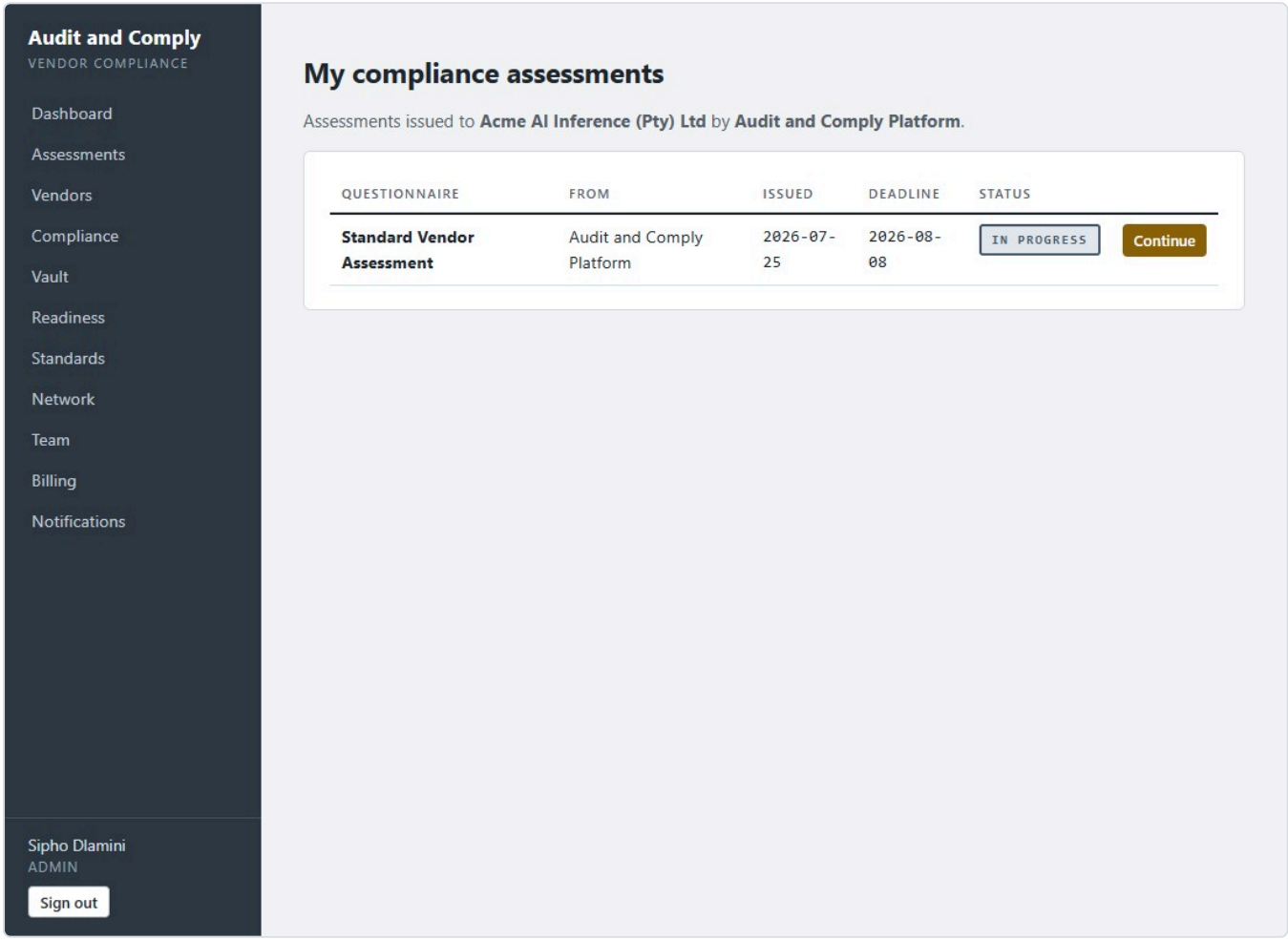
TRAINING GUIDE 3 OF 5

The Supplier Guide: Responding to Assessments

For: vendor contacts & contributors (free forever) · auditandcomply.com · July 2026

> **Who this guide is for:** anyone whose customer sent them a compliance assessment. Responding is **free forever** — no plan required. The primary contact submits; contributors help answer.

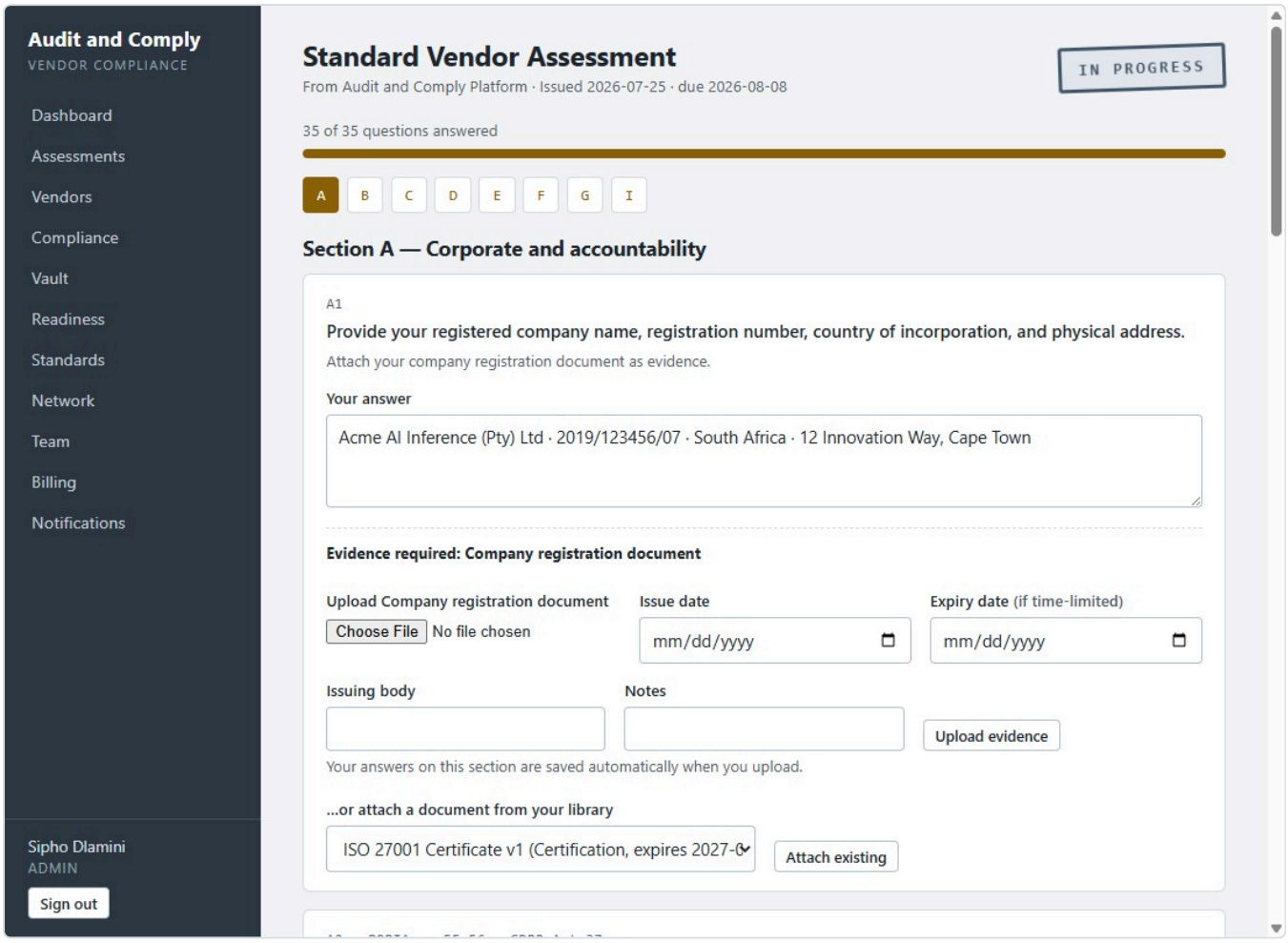
1. Your portal



"My assessments" lists everything you've been asked to complete, who asked, the deadline, and your progress. One account serves every customer that assesses you — each assessment is clearly labelled with the company it came from.

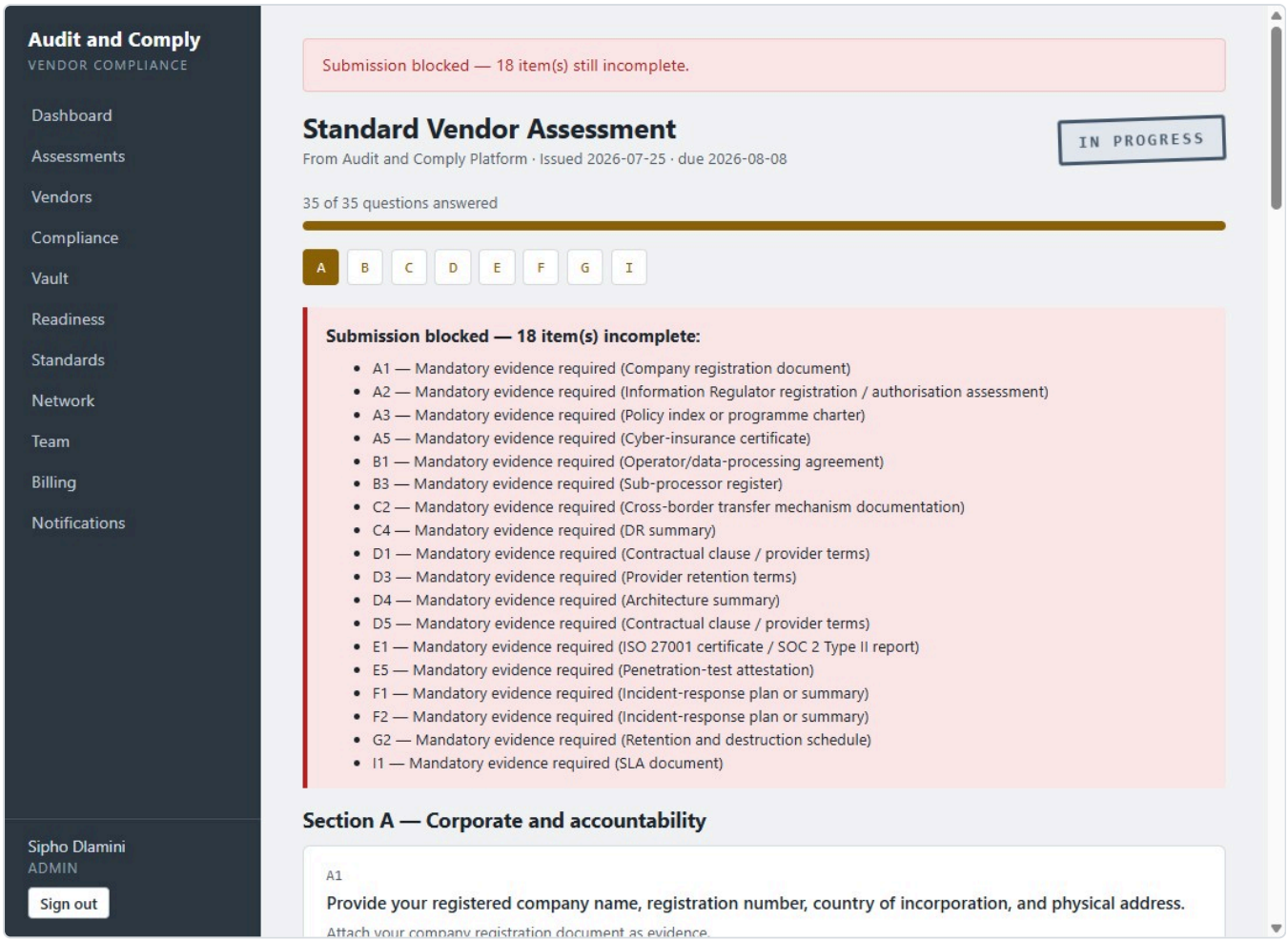
You arrive by invitation: a customer registered you as their vendor and the platform emailed you a secure link to set a password. If several companies assess you, they all appear here after one sign-in — you never juggle multiple accounts.

2. Answering an assessment



Answer section by section. Each question shows plain-language help; [E] questions require an attached document before you can submit. Save as you go — nothing is final until you submit.

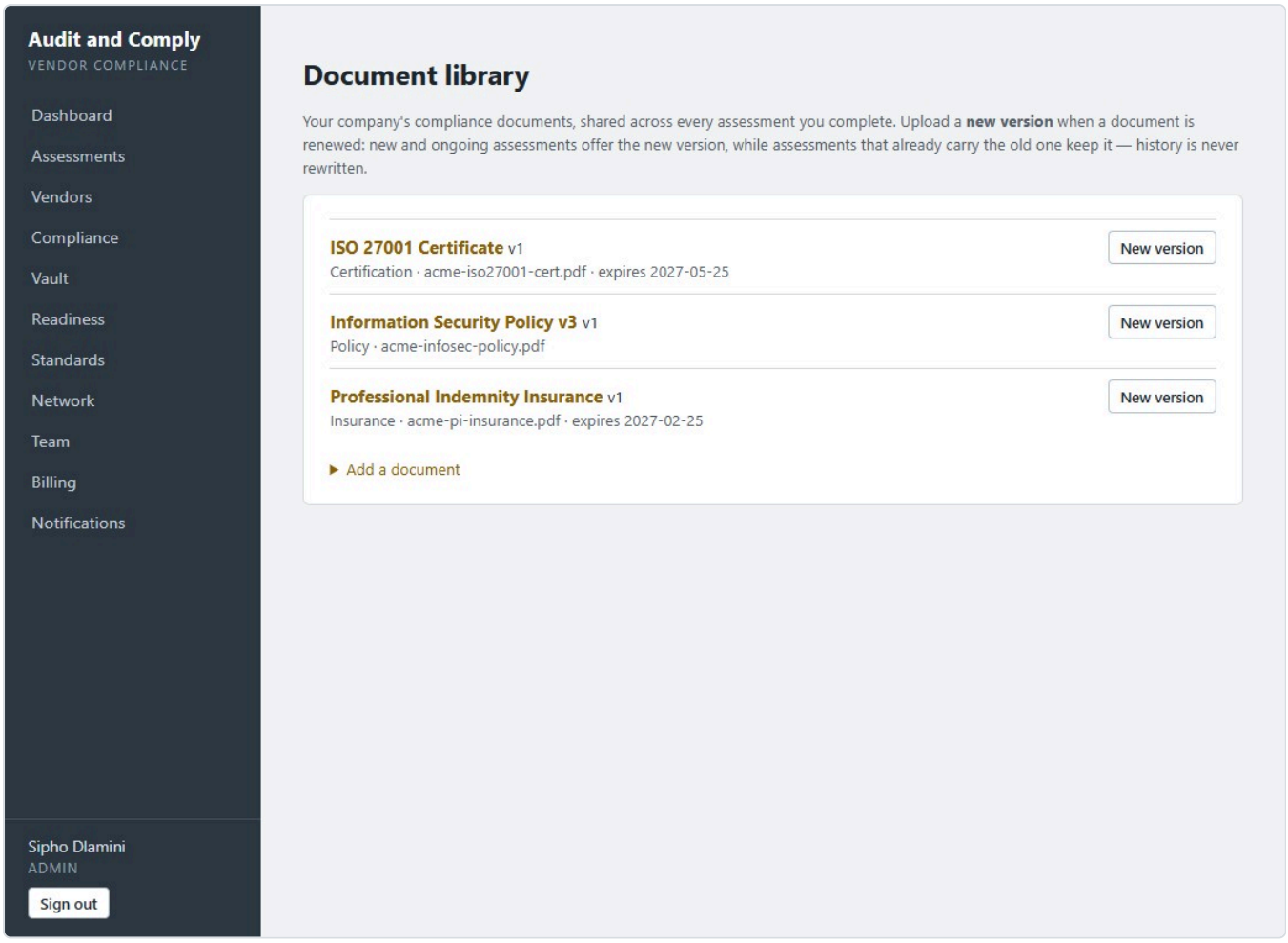
- **Answer honestly, use "Partially" and "N/A" properly.** Both require a short written justification — a truthful "partially, because…" reads far better in review than an unsupported "yes".
- **Attach evidence where marked.** Upload the document at the question, or attach a current version straight from your library (see §3). Certificates carry expiry dates — the platform reminds you before they lapse.
- **Watch for the policy shortcut.** Where a question asks for a policy you don't have, a link offers to *generate* it for your business — see Guide 4 (Policy Studio).
- **Mind the mandatory questions.** Some answers are defined as disqualifying by your customer (e.g. refusing breach notification). The help text warns you.



Submitting runs a completeness check first: unanswered questions, missing justifications and missing mandatory evidence are listed with links. Nothing embarrassing can slip through half-done.

Only the **primary contact** can submit. Submission is final — answers lock and scoring happens immediately. If the reviewer needs more, they'll open a clarification thread, which appears in your portal and email.

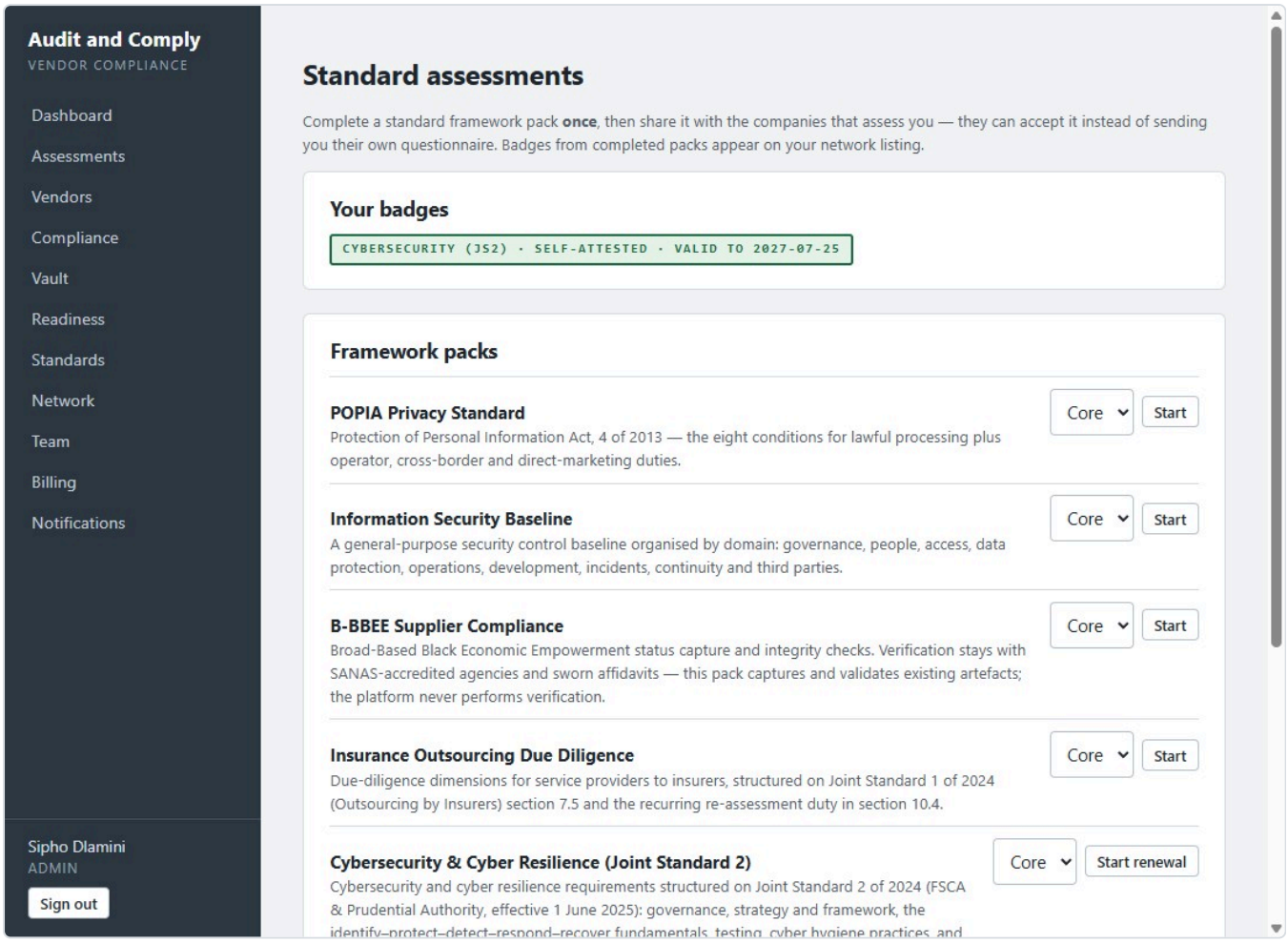
3. Your document library



The library keeps every compliance document with version history. Attach the current version to any assessment; old assessments keep the exact version they were given, forever.

Upload certificates, policies and reports once, reuse them everywhere. "New version" keeps the chain: assessments you submitted earlier still show the file they were assessed on (the point-in-time guarantee), while new attachments get the latest. Documents you upload at questions register in the library automatically.

4. Complete once, share with every assessor



Standard packs (JS1, JS2 Cybersecurity, POPIA, InfoSec, B-BBEE): complete one self-assessment per framework and share it with every company that assesses you. Completed packs earn a 12-month badge.

Tired of answering the same spreadsheet for every insurer? On Pro, complete a **standard framework pack** once and grant each assessing company access. They can accept it instead of sending their own questionnaire — and an immutable snapshot protects you both. Sharing is per company, per framework, and revocable (forward-only: what they already accepted stays theirs).

5. Findings & remediation

If review raises findings against you, they appear in your portal with severities and due dates. Respond with what you fixed and attach corrective evidence — the reviewer closes the finding or asks again. Everything is threaded and logged; nothing gets lost in email.

6. Your company profile

Under **Portal** → **Company profile**, the primary contact maintains a shared profile (registration details, industry, systems, data types). Your customers see it on their vendor record — saving you the same ten intro questions each time — and it powers the AI features in Guides 4 and 5.