FREQUENTLY ASKED QUESTIONS
UPDATED 05/11/2024

INTRODUCING THIS DOCUMENT

To strengthen payment security and safeguard against fraud, Sky has partnered with nsKnox Technologies, a platform designed to validate bank account information before payments are processed. Please review the FAQs below to understand the process and the requirements for this transition.

Additional information and FAQs are available on the nsKnox portal, accessible here: nsKnox Validation

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NSKNOX OVERVIEW

Q. What is nsKnox?
A. nsKnox is a corporate payment security platform that helps prevent cyber-enabled payments fraud. It provides an extra layer of protection to Sky and its suppliers by validating and securing bank account information before payments are made.

Q. Why is Sky partnering with nsKnox?
A. Sky is partnering with nsKnox to enhance payment security, ensure accurate bank account validation, and protect against potential fraud attempts. This move ensures that both Sky and its suppliers are safeguarded against cyber threats.

Q. How does the nsKnox validation process work?
A. The nsKnox validation process is quick and simple. Suppliers will be asked to register through an online portal and if required, transfer a small test payment to trigger the validation. Once completed, the supplier will receive a unique KnoxID and a Welcome Letter, confirming that their account has been securely validated.

Q. What is KnoxID?
A. A KnoxID , provided within the Welcome Letter, is a unique identifier issued after the successful completion of the nsKnox validation process. This ID confirms that the supplier's bank account has been securely validated and is ready to receive payments from Sky.

Q. Do I need to validate my account if it has already been validated?
A. No. If your account has already been validated through nsKnox, you simply need to provide Sky with your KnoxID and the Welcome Letter/ certificate provided to you as part on the registration process with nsKnox . There is no need to go through the validation process again.

Q. What if I don't complete the nsKnox validation process?
A. Completing the nsKnox validation is essential to ensure future payments can be securely processed. If the validation process is not completed, Sky will not be able to process payments to your account until the validation is confirmed.

Q. How do I access the nsKnox portal?
A. You will receive a link to the nsKnox validation portal via **email** notification either from **Sky mailbox** or **Sky SAP Ariba** registration portal. Follow the instructions provided to register and complete the validation process.

Q. Is there a cost involved in validating my account with nsKnox?
A. No, there is no cost to suppliers for validating their bank account through nsKnox.

Q. Who can I contact if I have questions or encounter issues with the validation?

A. If you have any questions or run into any issues during the nsKnox validation process, you can reach out to nsKnox for assistance at:

- **accountvalidation@nsknox.net**
- or at any of the following phone numbers:
- USA +1 917 695 3505
- UK +44 (0) 20 3151 4055
- Other +972 54 707 3700

Q. How will this transition affect our current payment process?

A. The transition to nsKnox will not affect the way you receive payments. Once your account has been validated through nsKnox, payments will continue as normal, but with enhanced security to ensure your funds are protected.

Q. When does this transition take place?

A. Sky will be rolling out nsKnox over the coming weeks. You will receive communication regarding when you need to complete the validation process.

Q. What is the benefit of using nsKnox for suppliers?

A. By validating your account through nsKnox, you ensure that your payment information is protected from fraud. This also provides confidence that your funds will not be diverted to fraudulent accounts.