



Accessing Supplier Portal

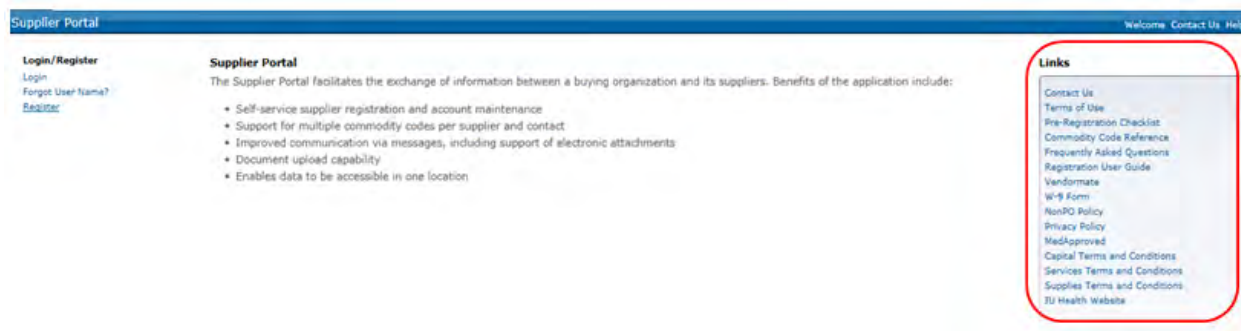
- Access Supplier Portal via the internet with url <https://supplier.iuhealth.org>
- The Supplier Portal URL can then be saved to your Favorites for quicker access in the future.

Technical

- Supported Web browsers:
 - Internet Explorer 10, 11
 - Chrome latest version
 - Firefox latest version
 - Safari 5.1+
- Third-party tool bars and pop up blockers running in the browser may interfere with Supplier Portal operations.
- Monitor resolution could affect the Supplier Portal display. A resolution of at least 1024 x 768 is required to run the Supplier Portal.

Registration Notes

- Plan 20-30 minutes to complete the registration process.
- The Links section in the upper right portion of the home page includes documents and websites to provide guidance and information. Select and print the Pre-Registration Checklist. This guideline provides the information and documents you will need to gather for a smooth registration process.



- Please assist in keeping our database consistent by entering information in all CAPS (except user name can be your choice). Password rules must be followed and are detailed in section 6.1 below. There are some system fields that default to all caps.



- Fields with an asterisk* are system required but our business processes require additional information. Please enter data in all fields.
- The system will display any error messages in the upper right portion of the screen (normally errors are in red with information and completed actions in blue).
- When navigating through the screens, it is important to utilize the *Back* button within the application (often at bottom left in the screen) instead of the browser's back arrow.

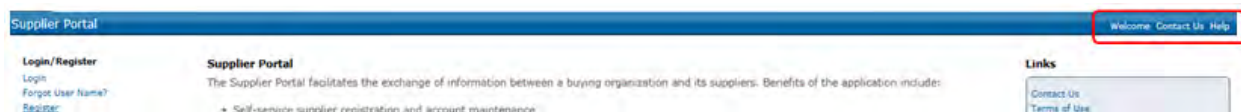
Begin Registration

1. Review Announcements for any downtime notices or important information.



2. The right portion of the blue bar contains information for assistance.
 - 2.1. Click *Help* to open Frequently Asked Questions (FAQ).
 - 2.2. Click *Contact Us* to find email addresses to request additional assistance.

Note: *Contact Us* is not functioning properly but will be corrected in the future. The Contact information has been included in the first document listed under the Links section.



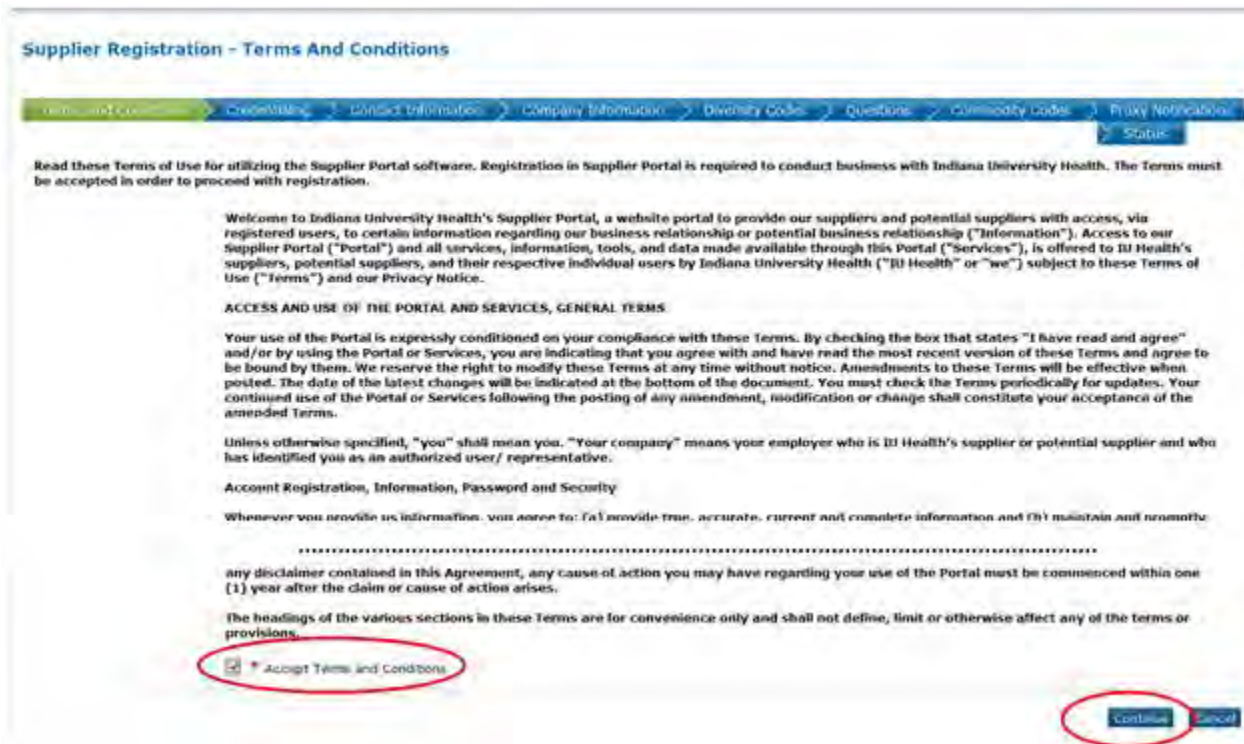


3. Click *Register* to begin. Once a registered user, the *Login* link will be used to access your account.



4. Read and accept the Supplier Registration Terms and Conditions. These are terms of use for this website and not terms related to purchase or bid events. The terms must be accepted before you can proceed with registration. Check the Accept box then click *Continue*.

Depending on the screen, you may need to scroll down to see the Continue button.





5. If you do not have a Vendormate user name and password, click *Continue*.
Entering your Vendormate user name and password allows the system to automatically pull company and contact information. After clicking Continue, the next screen will permit you to enter a different user name and password if you choose. If you have not completed Vendormate registration, you may do so then return to complete this process for portal registration. The Vendormate link is available in the Links section on the home page.

Supplier Registration - Credentialing

Terms And Conditions > **Credentialing** > Contact Information > Company Information > Diversity Codes > Questions > Commodity Codes > Proxy Notifications > Status

If you have a Vendormate account, enter the username and password to prepopulate some of the information from Vendormate. If you do not have a Vendormate account, click Continue to go to the next form.

Vendormate User Name
Password

☐ Use Vendormate User Name For Supplier Account User Name

[Back](#) [Continue](#) [Cancel](#)

6. Enter your Contact Information (primary contact). The primary contact becomes the administrator for your company's account. This person will be able view all company purchase orders and invoices. They will also add additional company contacts, if applicable.

Supplier Registration - Contact Information

Terms And Conditions > Credentialing > **Contact Information** > Company Information > Diversity Codes > Questions > Commodity Codes > Status

This is the primary contact that becomes the administrator for your company account and can view all invoices and orders. Passwords must be 10 characters, include upper and lower case, a number, and cannot include the username.

Become A Supplier - Create An Account

* User Name
* Password
* Confirm Password

Enter Information About Yourself

Title
* First Name
* Last Name
* Phone Number Ext (international prefix, phone number, extension)
Mobile Phone Ext (international prefix, phone number, extension)
Fax Number Ext (international prefix, fax number, extension)
* Email Address You will be set to receive email notifications; use update account information to change flag

Don't have an email address? Create one here: [Create Email Address](#)

* = Required

[Back](#) [Continue](#) [Cancel](#)



- 6.1. Create your login/user name and password. Your user name and password are case sensitive so be sure to make note. Passwords must be 10 characters in length and meet the following rules:
 - 6.1.1. Contain at least one upper case character
 - 6.1.2. Contain at least one lower case character
 - 6.1.3. Contain at least one number
 - 6.1.4. Cannot contain user name
 - 6.2. If you forget your user name or password before your next login you can retrieve using the *Forgot User Name* link on the home page or the *Forgot Password* link on the login page. The password reset functionality is not engaged until your first login when you will be asked to answer security questions.
 - 6.3. The first field of the phone and fax number is for International Country Code. United States phone numbers can leave this field blank and enter area code and phone number in second field (format 123-456-7890).
 - 6.4. Click *Continue* when all required fields have been completed.
7. Enter information about your Company then click *Continue*.
Fields with an asterisk* are system required but our business processes require additional information. Please enter data in all fields. Remit To Address is required. A box is available to check if Remit To is the same as mailing address.
- | | |
|----------------------|--------------------------------|
| - Legal Company Name | - Doing Business As |
| - Dun and Bradstreet | - Business Type |
| - Tax Id Type | - Tax Id |
| - Website | - Remit To First and Last Name |
| - Mailing Address | - Remit To Address |



Supplier Registration - Company Information

Terms And Conditions > Credentialing > Contact Information > **Company Information** > Diversity Codes > Questions > Commodity Codes > Status

Enter your company information. Please enter your Legal Company Name. NOTE: You must enter a Remit To address or check the box indicating the same as mailing address.

Company Information

* Company Name
Dun And Bradstreet
* Tax Id Type ☒
* Tax Id Include '-' characters. Example: 12-3456789
Website

Doing Business As
Business Type ☒

Address Information

Mailing address

* Address Line 1
Address Line 2
Address Line 3
Address Line 4
* City
* State Province
* Postal Code
Country
* Country ☒

Remit to name and address

Remit To First Name
Remit To Last Name
☐ Check If Remit To Address Is The Same As Mailing Address
Address Line 1
Address Line 2
Address Line 3
Address Line 4
City
State Province
Postal Code
Country
Country ☒

* = Required

Back Continue Cancel

Information is saved when you click the Continue button in the lower right portion of each screen and move to the next page.

7.1. You will receive a system generated email notification after Contact information and Company information screens are completed. This confirms your account was set up but all steps must be finished for your registration to be considered complete.

7.2. Registrants with incomplete profiles cannot be validated and will not have the opportunity to view invoices, payments, orders, or receipts and may not be notified of future bid opportunities.

8. Select *Add* for a list of Diversity Codes or click *Continue* if not applicable.

Supplier Registration - Diversity Codes

Terms And Conditions > Credentialing > Contact Information > Company Information > **Diversity Codes** > Questions > Commodity Codes > Status

Click Add to select all Diversity Codes which apply to your organization.

Selected Diversity Codes

Add

Diversity Code	Description
No data available	



8.1. Check the appropriate box(es) to select all diversity codes which apply to your organization.

Available Diversity Codes

Search

Diversity Code Description

☒	Diversity Code *	Description
☐	DBE	Disadvantaged Business Entity
☐	MBE	Minority Business Entity
☒	SBE	Small Business Entity
☒	VBE	Veteran Business Entity
☐	WBE	Woman Owned Business Entity

Page size: 10

8.2. Click *Attach to Supplier*.

Available Diversity Codes

Search

Diversity Code Description

☒	Diversity Code *	Description
☐	DBE	Disadvantaged Business Entity
☐	MBE	Minority Business Entity
☒	SBE	Small Business Entity
☒	VBE	Veteran Business Entity
☐	WBE	Woman Owned Business Entity

Page size: 10

8.3. Note message in upper right of screen is in blue to reflect completed action.

Supplier Registration - Diversity Codes

Terms And Conditions > Credentialing > Contact Information > Company Information > Diversity Codes > Questions > Commodity Codes > Status

Click Add to select all Diversity Codes which apply to your organization.

Selected Diversity Codes

☒	Diversity Code	Description
☐	SBE	Small Business Entity
☐	VBE	Veteran Business Entity

Page size: 10

8.4. Click *Continue*



9. Answer all applicable Questions and attach requested documents.

Supplier Registration - Questions

Terms And Conditions > Credentialing > Contact Information > Company Information > Diversity Codes > Questions > Commodity Codes > Status

Answer the following questions related to your company. An asterisk* indicates a required field. Some questions require a Yes/No answer plus a Text response. Please enter N/A in the text box if it does not apply.

1. Are you currently transacting business with an IU Health location? If yes, please list your IUH contact(s), their department, and location.
* Answer ☐ ☒
2. If you are not currently doing business, what IU Health projects or company initiatives have you been instructed to help out with? Please also include your IUH contact name, department, and facility.
Answer
3. Do you have a Parent Company?
* Answer ☐ ☒
4. Name and address of Parent Company (if applicable)

9.1. Some questions require a Yes/No answer plus a Text response. Please enter N/A in the text box if it does not apply to you.

1. Are you currently transacting business with an IU Health location? If yes, please list your IUH contact(s), their department, and location.
* Answer No ☒ ☐ N/A

9.2. Scroll down to click *Continue*.

9.3. System functionality requires that all required Questions are answered before you can click *Continue* to save or proceed. In this example the message in upper right of screen is red to indicate an error. If you receive this error, the system clears out any attachments you have uploaded (for security reasons) so you will need to re-attach.

Supplier Registration - Questions

Terms And Conditions > Credentialing > Contact Information > Company Information > Diversity Codes > Questions > Commodity Codes > Status

Answer the following questions related to your company. An asterisk* indicates a required field. Some questions require a Yes/No answer plus a Text response. Please enter N/A in the text box if it does not apply.

1. Are you currently transacting business with an IU Health location? If yes, please list your IUH contact(s), their department, and location.
* Answer ☐ ☒



10. Click *Add* for the list of Commodity Codes.

Supplier Registration - Commodity Codes

Terms And Conditions > Credentialing > Contact Information > Company Information > Diversity Codes > Questions > **Commodity Codes** > Status

Select all commodity codes for products and/or services your company can provide. Please remember to update commodity codes as your portfolio changes.

Selected Commodity Codes

Add

Commodity Code	Description
No data available	

10.1. The top level codes with their descriptions are displayed.

Available Commodity Codes

Search

Commodity Search

Search **Reset** **Save Search**

Attach To Contact **Cancel** **Options...**

☒	Commodity Code	Description
☐	ANES	ANESTHESIA
☐	AWND	ADVANCED WOUND CARE
☐	CAPT	CAPITAL
☐	CARD	CARDIOLOGY
☐	CVOR	CARDIAC OR
☐	DCST	DESIGN & CONTRUSCTION
☐	DIET	DIETARY
☐	DLYS	DIALYSIS
☐	EP	ELECTROPHYSIOLOGY
☐	FENV	FACILITIES / ENVIRONMENTAL SERVICES

Page size: 10



- 10.2. There are two levels of commodity codes. Click on the plus sign next to the code to display any specific commodities within that group. You can register for the top level which will include all commodities within that grouping or you can select one or more specific commodities at the lower level.

Commodity Code	Description
NEUR	NEUROLOGY
NEUR-EQIP	CAPITAL EQUIPMENT
NEUR-GEN	GENERAL
NEUR-HDWR	HARDWARE
NEUR-RENT	RENTALS
NEUR-SERV	SERVICE
NEUR-SFTW	SOFTWARE
NEUR-STIM	STIMULATORS
NUTR	NUTRITION
OBST	OBSTETRICS
ORTH	ORTHO
ORTH-ANKL	ANKLE
ORTH-CMF	CMF
ORTH-CMNT	CEMENT
ORTH-DME	CRUTCHES, WALKERS,
ORTH-ENDO	ENDOSCOPY
ORTH-EQIP	CAPITAL EQUIPMENT
ORTH-GEN	GENERAL

- 10.3. Select all commodity codes for the products and/or services that your company can provide by checking the respective box(es) and then click *Attach to Contact*. The Attach button must be used before proceeding to the next page or your selections on the previous page will not be saved.

TIP: You can change Page Size to “All” then you will be able to use the side scroll bar to view all without having to navigate between multiple pages. This allows you to scroll and select commodity codes then click *Attach To Contact* one time.

Commodity Code	Description
ANES	ANESTHESIA
AWND	ADVANCED WOUND CARE
CAPT	CAPITAL
CARD	CARDIOLOGY
CVOR	CARDIAC OR
DCST	DESIGN & CONSTRUCTION
DIET	DIETARY
DLYS	DIALYSIS
EP	ELECTROPHYSIOLOGY
FENV	FACILITIES / ENVIRONMENTAL SERVICES



- 10.4. You can also use the Search field. Using an asterisk * as a wild-card, type a partial description and select **Search** to return entries containing the selection. Check box then *Attach to Contact*.

Available Commodity Codes

Search

Commodity Search *medical*

Search Reset Save Search

Attach to Contact Cancel Options...

Commodity Code	Description
☒ MSG	MEDICAL SURGICAL SUPPLIES

Page size: 10

Note: Commodity Code must contain search term to return results; list may not be comprehensive

- 10.5. When complete click *Continue*.



11. Registration is now finished. Verify the Registration Status = Complete.
Click *Done* - the system will return to your home page.

Supplier Registration - Status

Status

Registration status: Complete

Congratulations! Your account has been set up. Please logout and login immediately to establish password security. Future plans include implementation of electronic bids where you may receive notifications related to your approved commodity codes.

[Back](#)

[Done](#)

- 11.1. Example of message received where commodity codes were not selected.

Registration Status

Registration status: Not Complete

Your account has been set up, however, your registration is not complete due to the following reason(s):

-You have not registered for any Commodity Codes and will not be notified of future opportunities.

- 11.2. The *Logout* option now appears.



Messages

[Inbox](#)

Events

[Browse Open Events](#)

[Search Events](#)

[My Responses](#)

Performance

[Event Metrics](#)

My Account

[Update Account Information](#)

[Change Password](#)

Unread Messages

[View All](#)

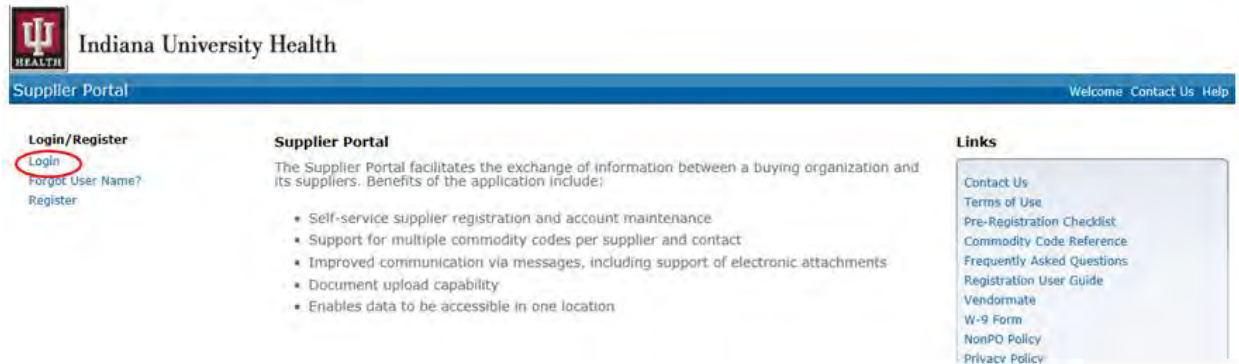
Date	Title	Priority
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Links

[Contact Us](#)
[Terms of Use](#)
[Pre-Registration Checklist](#)
[Commodity Code Reference](#)
[Frequently Asked Questions](#)
[Registration User Guide](#)
[Vendormate](#)
[W-9 Form](#)
[NonPO Policy](#)
[Privacy Policy](#)
[MedApproved](#)
[Final Terms and Conditions](#)



12. **IMPORTANT:** Logout then immediately Login to answer security questions and enable the self-service password reset functionality. You will then be able to click a link to reset your password without needing to call for assistance.



- 12.1. Enter user name and password. Click the arrow or Enter key.



- 12.2. **Note:** If you receive the Reset Password page it is not necessary to enter a new password. This is a system bug that will be corrected in a future release. Click *Home* in the left side of the blue bar to proceed.

infor Supplier Portal

Welcome,

Home Messages Events Order Management Performance My Account Contact Us Help User Preferences

Reset Password

Save

Please overwrite the password values below, then press save

- * Please enter new password and confirm
- * Click save to complete password reset

New Password

Confirm New Password

- 12.3. Answer at least 3 Security Questions.

Home Messages Events Performance My Account Contact Us Help User Preferences

Security Questions

Please answer 3 question(s) to enable password reset for your account, then press save

Questions

Save Questions

1. What is your first pet's name?
2. What is the model of your first car?
3. What is your mother's maiden name?
4. What High School did you attend?
5. What was your High School's mascot?

- 12.4. Click *Save Questions* and you will be returned to the home page.



Updating Information

1. Now that your Account has been established, choose *Login* from the home page.
2. Messages we send will appear on the home page.
 - 2.1. Click the *Inbox* link and another screen will open where you can manage your messages similar to an email inbox by marking them as Read, Deleted, or Unread.

The screenshot displays the Supplier Portal interface. On the left is a navigation menu with categories: Messages (Inbox (1)), Events (Browse Open Events, Search Events, My Responses), Order Management (Orders, Create Invoices, Receipts, Invoices, Payments), Performance (Event Metrics), and My Account (Update Account Information, Change Password). The main content area shows 'Unread Messages' with a table containing one entry: 05/05/2017, Attach Diversity Certificate, Normal priority. Below this are sections for 'Open Invoices' and 'Exception Invoices', each with a 'View All' button. On the right is a 'Links' sidebar with various resources like Contact Us, Terms of Use, Pre-Registration Checklist, etc.

The second part of the screenshot shows the 'Messages' section with tabs for 'Inbox' and 'Trash'. The 'Inbox' tab is active, showing a table with columns: Creation Date/ Time, Priority, Status, Title, and Attachment. One message is listed: 05/05/2017 03:36:12 PM, Normal, Unread, Attach Diversity Certificate. Below the table are buttons for 'Actions', 'Mark As Read', 'Mark As Unread', 'Mark As Deleted', and 'Options...'. The 'Message Details' section below shows the details for the selected message: Title: Attach Diversity Certificate, Message: Please attach current Diversity Certificate, Priority: Normal, Status: Unread, and Creation Date/ Time: 05/05/2017 03:36:12 PM. There are buttons for 'Mark As Read' and 'Mark As Deleted' and a 'View as pdf' link.



3. Click on *Update Account Information* to update your company profile.

Messages
Inbox (1)

Events
Browse Open Events
Search Events
My Responses

Order Management
Orders
Create Invoices
Receipts
Invoices
Payments

Performance
Event Metrics

My Account
Update Account Information
Change Password

Unread Messages [View All](#)

Date	Title	Priority
05/05/2017	Attach Diversity Certificate	Normal

Open Invoices [View All](#)

Invoice	PO Number	Invoice Date	Due Date	Amount
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Exception Invoices [View All](#)

Invoice	PO Number	Invoice Date	Due Date	Amount
---------	-----------	--------------	----------	--------

Links

- Contact Us
- Terms of Use
- Pre-Registration Checklist
- Commodity Code Reference
- Frequently Asked Questions
- Registration User Guide
- Vendormate
- W-9 Form
- NonPO Policy
- Privacy Policy
- MedApproved
- Capital Terms and Conditions
- Services Terms and Conditions
- Supplies Terms and Conditions
- IU Health Website

4. Your registration choices are displayed as well as buttons to permit updating account information.

Diversity Codes [Edit](#)

Diversity Code	Description	Delete
SBE	Small Business Entity	

My Commodity Codes [Edit](#)

Commodity Code	Commodity Description	Delete
ANES	ANESTHESIA	

My Proxy Notifications [Edit](#)

Additional Contacts [Add](#)

No data available



- 4.1. The following sections have an edit button which will open the screens for updating
 - Supplier Information (Company information)
 - My Contact Information
 - Questions
 - Diversity Codes
 - My Commodity Codes
 - Additional Contacts
- 4.2. Update the information as needed then click the *Back* button to return to main Account Information page.
- 4.3. When finished with updates, click *Home* or *Logout*.
5. Scroll to Additional Contacts at the bottom and click *Add*.
 - 5.1. Enter information for other contacts in your company with a temporary password which they can change later. Recommendation is to ask them which user name they prefer to use.
 - 5.2. Only the primary contact has the ability to add contacts or update the company information.
 - 5.3. Each contact can then login and update their information as well as register for different commodity codes specific to their capabilities.

Add / Update Contact - Contact Information

[Contact Information](#) > [Commodity Codes](#) > [Proxy Notifications](#) > [Registration Status](#)

Enter information for other contacts in your company. These contacts can respond to events and have their own user names, passwords and commodity codes.

Become A Supplier Contact - Create An Account

* User Name

* Password

* Confirm Password

Enter Information About Yourself

Title

* First Name

* Last Name

* Phone Number Ext (international prefix, phone number, extension)

Mobile Phone Ext (international prefix, phone number, extension)

Fax Number Ext (international prefix, fax number, extension)

* Email Address ☒ Receive Email Notification

Mailing Address

Address information will be defaulted from supplier if left blank

Address Line 1

Address Line 2

Address Line 3

Address Line 4

City State Province Postal Code

County

Country



6. Forgot User Name

6.1. If User Name is forgotten, select *Forgot User Name?*



6.2. Enter Email Address and your User ID information will be emailed to you.

A screenshot of the Supplier Portal "Forgot User Name" form. The form is titled "Supplier Portal" in a blue header. Below the header, there is a navigation bar with links: Home, Events, Contact Us, and Help. The main heading is "Forgot User Name". Below the heading, there are two buttons: "OK" and "Cancel". A message states: "Enter your email address below. Click the OK button. We will send your user ID information to you." Below the message, there are two input fields: "* Email Address" and "* Confirm Email Address". The "Email Address" field is highlighted in yellow.



7. Password Reset

7.1. If you forget your password there is a reset option utilizing your security questions.

Registration form snippet showing a red circle around the "Forgot your password?" link. The form includes a text input field, a password input field with masked characters, a blue submit button with a right arrow, and two links: "Register a new user" and "Forgot your password?".

Reset Password form. The form is titled "Reset Password" with a lock icon. It asks the user to "Answer your security questions:" and provides three input fields for the following questions: "What was your High School's mascot?", "What is your first pet's name?", and "What is the model of your first car?". A grey submit button with a right arrow is at the bottom.

Welcome aboard!! Please do not hesitate to click the Contact Us document under portal links to ask for assistance if needed.