
Frequently Asked Questions

My Account

Q. How do I register as a supplier on your website?

To register as a new supplier you must first have been invited by Catholic Health (CH) who will provide the website address.

- Click the Register link on the home page.
- Accept our terms of use and click Continue.
- Add your information and click Continue through the registration pages.

You must provide information about yourself and your company at a minimum to establish your account. Add information such as diversity codes, commodity codes, DUNS and answer registration questions.

- Click Continue through the registration pages until you reach the Registration Status: Complete.
- Click Done.
- Log out of your account then immediately log back in. You will be prompted to answer some security questions. Your answers will be used to verify your identity later, if you ever forget your password.

Q. What is a primary contact, and how does my company change our primary contact?

If you are the first person registering from your company, you become the "primary contact" and the administrator of your company's account with us. This will be your Accounts Receivable contact. We require you to accept our terms of use on your company's behalf before you can proceed with registration. You will set up the company information and your own contact information (including email) as the primary contact. You'll maintain your company's information in the future using the Update Account Information link. The primary contact can request set up for other Accounts Receivable contacts in your company, so you may wish to identify these people before you get started. They will log in later using the login information provided, and afterward will maintain their own contact information, including changing the password.

Only CHS can change the primary contact at your company. Please use the Contact Us link to contact us if you need to change your primary contact.

Q. How will I know when my registration is complete?

Registration in the system is complete when you complete all required fields and reach a Congratulations page. Click done and you are then immediately logged in. Be aware that if you later delete some required information, your registration status can change back to "Not Complete". **Although we send you an email confirming that a login was created for you, this email does not necessarily mean your registration is complete.**

Q. How do I update my contact information?

Supplier contacts will get their login username and temporary password from Catholic Health. You can then change your own contact information.

First, log in then, click the Update Account Information link and change any of the information you can access. You can change your personal contact information and select commodity codes for products or services you provide. If you make changes to your name and other details, they will not take effect until the next time you log in.

If you are the primary contact, you can click the Update Account Information link to change your own contact and commodity code information. In addition, you can change Company Information and answers to our questions.

See General Questions for information about changing your password.

Q. Why is it important to set up commodity codes on my profile?

Commodity codes allow you to tell us what type products and services you provide. You maintain commodity codes as part of your Supplier Contact profile, so different Supplier Contacts from your company can have different commodity codes. Commodity codes enable us to enhance our supplier profiles and improve reporting capabilities.

We have required that you provide commodity codes, so your registration will not be considered complete without providing at least one code.

Use the Commodity Search field to search the commodity code table. You can expand the Commodity Search field's filtering capabilities by using the * symbol to replace a portion of a number or word. For example, a commodity code may include a Class Code (100) with multiple Item Codes (10, 20, and 30). If you enter 100* in the Commodity Search field, the search results would display 100-10, 100-20, and 100-30.

Q. Why do I get an error message when trying to access your web page?

You may see a message when you try to access our website if the browser is not maximized or if you have partial pages (such as a bookmarks or Favorites list) displayed. To correct this, click OK until the message box closes, then maximize your browser and close the bookmarks list.

A requirement for registering is that you use a supported browser. If you access our website through an unsupported browser, you may receive unexpected results, or you may see an error message.

It is possible that your computer's monitor is set to a low screen resolution, which you can increase. In Windows, click Start > Settings > Control Panel > Display > Settings > Screen Resolution, and drag the bar until it shows a resolution of at least 1024 x 768 pixels. Click OK. It is not necessary to restart your computer to use this setting. This setting will also resize other programs you run and will remain on your monitor until you change it.

Messages and the Inbox

Q. What are messages?

Messages are notifications that display in your inbox. Unread messages also display on the home page. The home page displays up to five of the newest unread messages. Some notifications are automatically generated.

Q. How can I manage messages?

When you read a message by selecting the message title, you can mark a message as read or deleted.

From your inbox, you can mark messages as read or you can delete them. Select one or many messages and then select the Mark As Read or Mark As Deleted button. When it is marked as Read or Deleted, a message no longer displays in your unread messages list. A message that has been marked as deleted displays in the Trash tab. To restore a message from the trash to your inbox, select the message and select the Move To Inbox button. To permanently delete messages, select the message and select the Delete Forever button.

Alerts

Q. What are alerts?

Alerts notify you when a situation requires your attention. Alerts are notices on payments or may notify you that a certificate is nearing expiration.

Supplier Order Management

Q. What information can I view using Supplier Portal?

You can use the Order Management menu to view information about your invoices and payments in our system. However, you need to be set up to view this information. If you do not have access to certain menu items that you feel you should, please use the Contact Us link to contact us.

Q. What steps should be taken if I notice invoices missing in my view?

If you are reviewing invoices for your organization and do not see an invoice that was sent, please send a copy of the invoice to mailagentinvoices@chsbuffalo.org. Please keep in mind processing time is required once an invoice is sent to Catholic Health. Please allow a two week lead time prior to resending the missing invoice.

Events

Q. What is an event?

An event is a request for bid, information, proposal, quote or other that we choose to make available over our website. This functionality is currently not available.

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General Questions

Q. What if I have trouble logging in to the website?

If you are unable to log in to our website, make sure your computer does not have Numlock or Capslock set, because this changes how your password appears (consult your computer's documentation for details). Too many toolbars (including the Google toolbar) can also cause problems. Press the F11 key to expand the browser to full screen without toolbars.

Also make sure that your computer monitor's resolution is set to at least 1024 x 768 pixels (instructions for this are given in the answer to the question, "Why do I get an error message").

If you try multiple times to log in and are not successful, the system will eventually prevent you from trying. Please try again later on. If you still cannot log in after waiting, please use the Contact Us link on the home page to contact us.

If you thought you were registered but now find that you are not, it may be because:

- When you originally provided a password, you typed it two different ways
- You forgot to provide (or later deleted) commodity codes that were required
- You forgot to provide (or later deleted) your answer to a question that was required

If you are still having problems, please use the Contact Us link on the home page. We can offer assistance or update your information over the phone.

Q. What if I forget my user name?

If you cannot remember your user name, click the *Forgot User Name* link on the home page. Provide your email address. Your user name (login) will be emailed to you.

Q. How do I change my password?

Log in. Click Change Password. You will be prompted for your old password, then you must type the new password twice. Click Save. You can use the new password immediately the next time you log in.

Q. What if I forget my password?

If you forget your password, provide your user name on the Login page, then click the *If you forgot your password, click here to reset* link. You will be prompted to answer the security question(s) for which we stored your previous answers. After answering them, you can type your new password twice, then click Save to log in.

If you forget your password before you have had a chance to answer the security question(s), the system will generate a random password and email it to you. Then you can log in, reset your password, and answer the security questions.

Q. Where can I get information about what you require of suppliers?

Information is provided on the home page under Links. Read the Supplier Portal Terms of Use document. You can also click the link for Catholic Health Supplier Information. This will open the For Vendors page on our corporate website.

Q. If I exit in the middle of a task, will my work be saved?

There may be times when unforeseen circumstances prevent you from completing a task in one session.

During registration, if you click Cancel or close your browser before providing contact information for your company and yourself, there is no record of you in our system. Click Continue until you reach the Registration Status: Complete page. You can go back to add information like Commodity Codes the next time you log in. Click the Update Account Information link.

Q. Why do I get the Warning: Page has Expired error message in my browser?

This is caused by using your browser's back button. Use the navigation buttons across the top of the page to avoid this (or return to the Home page).