



MetroHealth

*Department of Supply Chain
Supplier Portal Guide*

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New Supplier Registration

Introduction

The MetroHealth System has an electronic Supplier Portal platform where bid events and responses are processed and communicated electronically. The Supplier Portal is a self-service web portal utilized by suppliers who wish to provide goods or services to the MetroHealth System.

The MetroHealth System supplier portal website is available 24 hours a day, 7 days a week. From time to time, access to the portal or to specific information and/or documentation within the portal. To allow ample time to respond to events, bid events will remain for a minimum of 14 days on the supplier portal. Suppliers are encouraged to revisit all events to which they intend to respond 1 day prior to their due date.

All event responses must be submitted electronically to the portal well in advance of the close date and time of day specified the event. Our server will be the official source for the time of day. Responses to events received via any other format (i.e. via email) will not be accepted, nor considered further, for evaluation.

Registration and Login to the Supplier Portal

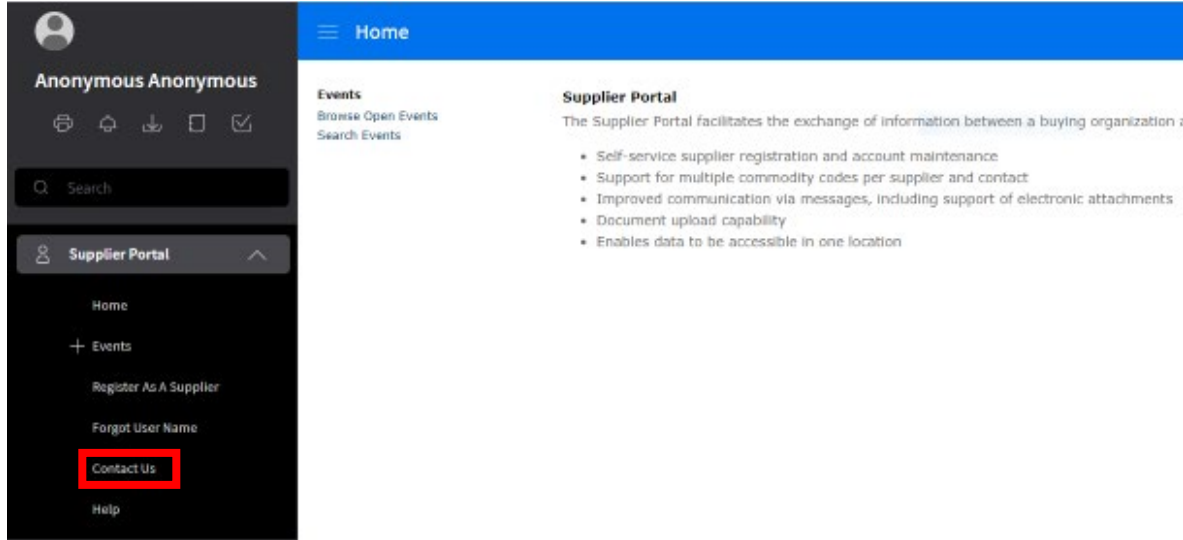
To register or login to the Supplier Portal, [click here](#) or copy and paste the following URL into your browser:

<https://metrohealthprod-lm01.cloud.infor.com:1442/lmscm/SourcingSupplier/html/SourcingSupplier?csk.SupplierGroup=MHS&csk.CHP=LMPROC>

Need Assistance

Questions regarding registration on the Supplier Portal can be sent to purchasing@metrohealth.org. We can also be contacted via phone at (216) 957-3761.

For assistance with Password resets, Click **Contact Us** from the home page in the Supplier Portal or email purchasing@metrohealth.org.

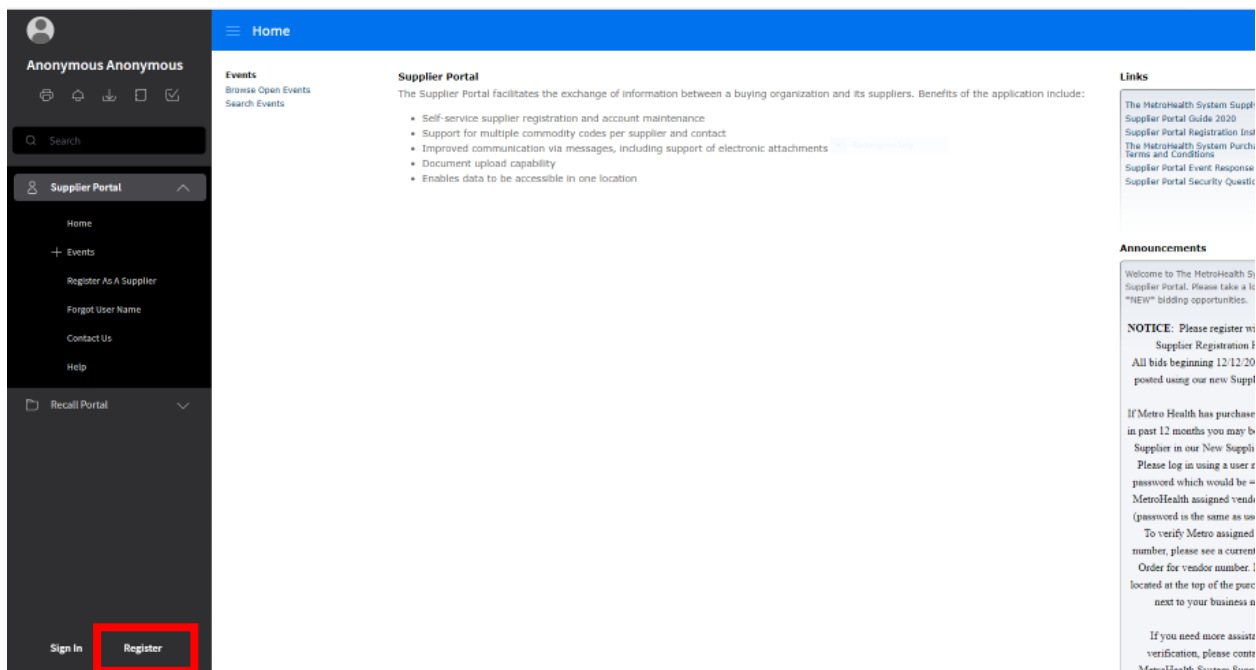


Register on the Supplier Portal

To access the MetroHealth System Supplier Portal, [click here](#) or copy and paste the following URL into your browser:

<https://metrohealthprod-lm01.cloud.infor.com:1442/lmscm/SourcingSupplier/html/SourcingSupplier?csk.SupplierGroup=MHS&csk.CHP=LMPROC>

Click the “User” icon at the top right side of the page and select “Register”.



Terms and Conditions

After reviewing the terms and conditions of registering with The MetroHealth System, check **Accept Terms and Conditions**.

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In consideration of your use of our site, you agree to provide true, accurate, current and complete information about your organization as prompted by the registration requests and maintain and promptly update the registration data to keep it true, accurate, current and complete. You will receive a password and a supplier identification number upon completion of the registration process. You are responsible for maintaining the confidentiality of the password and account and are fully responsible for all activities that occur under your password or account. You agree to immediately notify MetroHealth of any unauthorized use of your password or account, or of any other breach of security, and ensure that you exit from your account at the end of each session. You are entirely responsible for all content that you upload, post, email, transmit or otherwise make available through Metro Health's supplier portal. You agree that representatives for which your organization provides contact information as part of this registration or in the future may receive communications from MetroHealth about MetroHealth purchase opportunities and its related programs.

Registration on our site does not guarantee you will be notified automatically of every bidding opportunity or guarantee you will be awarded any business with MetroHealth. You understand that any goods or services that MetroHealth ultimately may purchase from your organization shall be subject to MetroHealth's Purchase Order Terms and Conditions, or other terms and conditions mutually negotiated between MetroHealth and your organization. MetroHealth's current Purchase Order Terms and Conditions are available online at <https://www.metrohealth.org/supply-chain-management>.

Any information provided to the bidder portal is subject to the conditions set forth by the Ohio Revised Code, ORC § 307.86 et seq.

Accept Terms and Conditions

Click **Next** to proceed.

Contact Information

Complete the **required fields** to create a login and primary contact for your business.

Supplier Registration

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Contact Information

BECOME A SUPPLIER - CREATE AN ACCOUNT
Password must be a minimum of 10 characters

* User Name
Supplier1

* Password

* Confirm Password

Enter Information About Yourself

Title

* First Name
Karen

* Last Name
White

* Phone Number
216-999-9999

Mobile Phone

Fax Number

* Email Address
kwhite123@gmail.com

Previous **Next**

Create an Account:

User Name: User name you will use to login to the Supplier Portal.

Password: Password used for login to the Supplier Portal. (*Passwords are case sensitive*)

Confirm Password: Password verification

Enter Information About Yourself:

First Name, Last Name, Phone Number, Email Address are required fields.

Title, Fax Number and Mobile Phone are optional information to be entered, but preferred.

If you do not have an Email Address, click the link [Create Email Address](#) to be directed to create a Gmail account.

Click **Next** to proceed.

Company Information

Complete the required fields for your organization.

Enter your Company Information:

Company Name, Tax Id Type, Tax ID are required fields.

If known, complete Dun and Bradstreet number, Website, Doing Business As (if applicable) and Business Type.

Address Information:

Address Line 1, City, State / Province, Postal Code, Country are required fields.

Entering **Remit to Information** or selecting check box; **Check** if Remit to Address is the same as Mailing Address is required.

Click **Next** to proceed.

Supplier Development Codes

Supplier Registration

Supplier Development Codes

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Selected Supplier Development

Supplier Development Code Description

Active Supplier Development Codes

Supplier Development Code Description

Clear Search

	Supplier Dev...	Description
<input type="checkbox"/>	LBE	
<input type="checkbox"/>	LGBTB	
<input type="checkbox"/>	MBE	
<input type="checkbox"/>	PEND	
<input type="checkbox"/>	RBE	
<input type="checkbox"/>	SBE	
<input type="checkbox"/>	SOVBE	
<input type="checkbox"/>	VBE	
<input type="checkbox"/>	WBE	

Close Attach To Supplier

We are continually looking for new business partners, suppliers, and vendors who can offer us the best value.

To associate a supplier development code, click **Helper List** “pencil icon” to select the supplier development codes that are check all that are applicable. If not eligible, click **Next**.

Attach Supplier Development Codes:

If your organization is eligible, you can select multiple supplier development codes.

Click the **blank box to select** to the left of the eligible supplier development code. (A check mark will appear in the box)

Click **Attach to Supplier**, then **Close** once complete. Review attached supplier development codes for accuracy.

If changes are necessary, click **Helper List** to select additional codes.

If an incorrect choice was selected, select the code and click the trash can icon to **Delete**.

Click **Next** to proceed.

Questions

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Questions

1. Describe the product(s) or service(s) that your company provides?

*Answer

Landscaping services for commercial businesses.

Attach document

2. Do you have any known Conflict of Interest in doing business with The MetroHealth System?

A conflict of interest would be indicative of the Supplier or any Subcontractor and their personnel having a real or perceived conflict of interest (e.g., employed by MHS) and, if so, the nature of the conflict should be specified. Also, prior to implementing any program or service for which your company receives external funding, which may present a real or perceived conflict of interest, your company shall disclose the details of such program and such external funding to MHS.

*Response is required

*Answer

No

3. MetroHealth requires the most current W-9 form for Supplier registrations and updates to Supplier profiles. This is a requirement to reduce setup time in our system. Please provide a copy of your companies W9 using the attached form and provide the date the document was signed.

For reference, copy and paste this URL into your web browser to access the current W9 form:

<https://www.irs.gov/pub/irs-pdf/fw9.pdf>

Both response and attachment are required

*Answer

1/9/2025

*Attach document

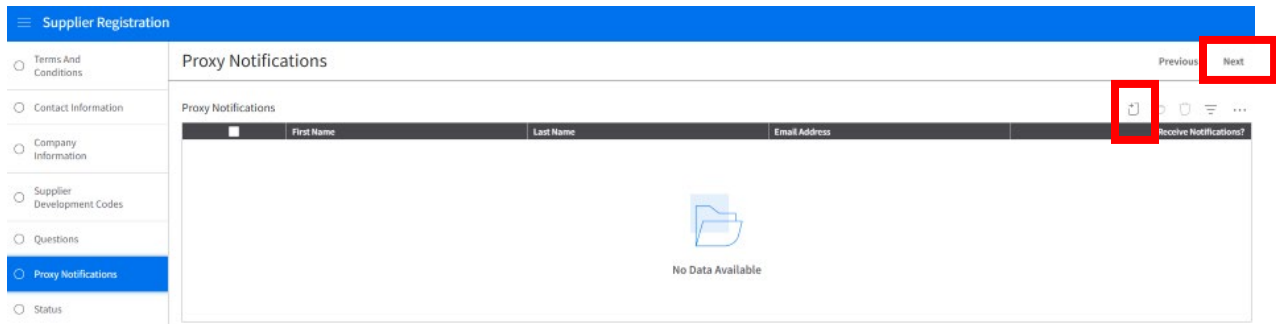
4. Please provide a copy of your diversity certification and provide your certification expiration.

Answer all the required questions (noted with an asterisk “*”) on the Supplier Portal page.

If your organization identifies with a supplier development code, please provide a copy of your certification and expiration date.

Click **Next** to proceed.

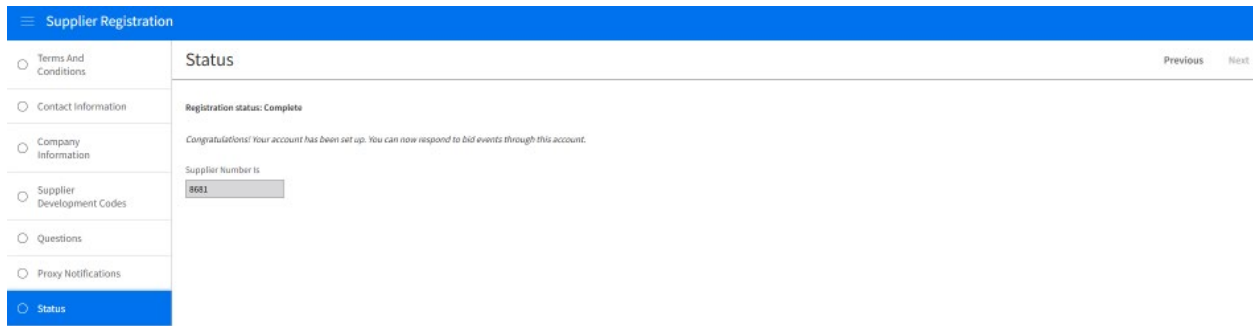
Proxy Notifications



If needed, select **Add** icon to add an individual for proxy notification from your company. Proxy can be added to your supplier profile. A proxy is an individual named to access the portal on your behalf. The proxy will receive email alerts for bidding events but will not have a log in and cannot formally respond to a bidding event. If this is not needed, click **Next** to proceed. The contact designated for your company will receive all notifications and will be able to formally respond to bid events.

If not, select **Next**. Your company contact will continue to receive all notifications and be able to formally respond to bid events.

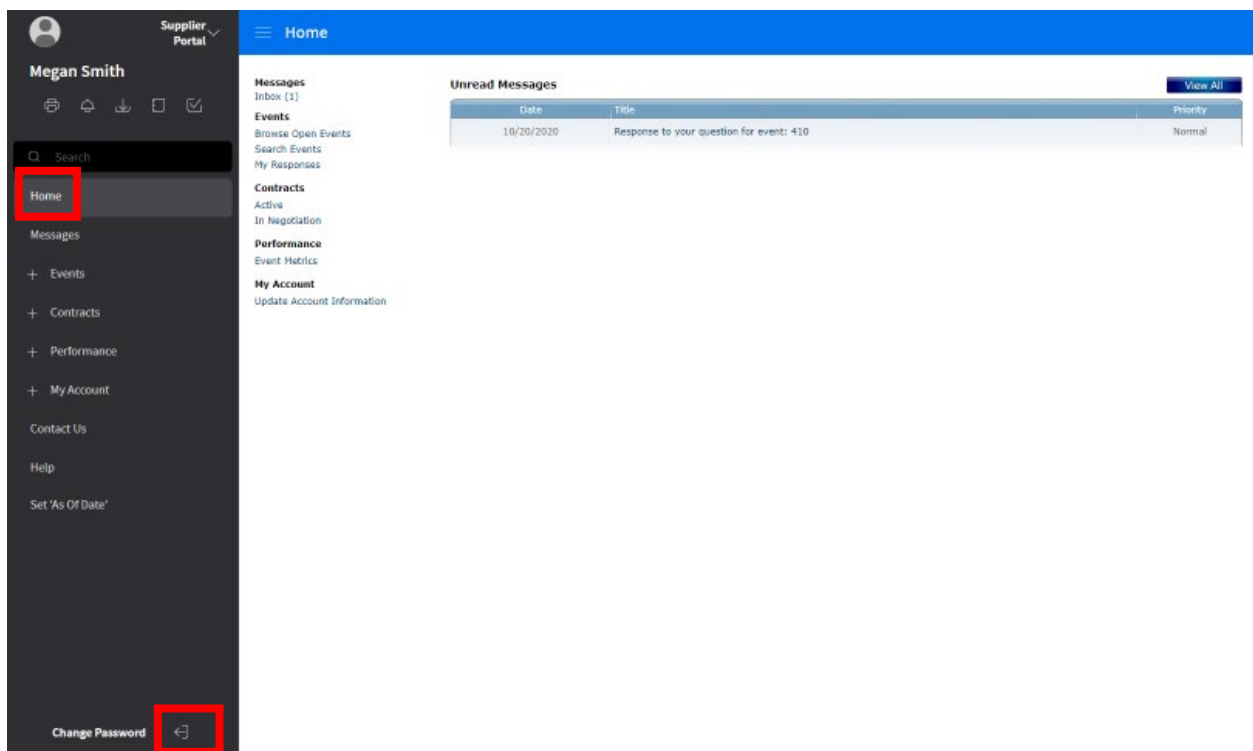
Registration Status



The last section will show if you have successfully completed the registration or will note where information is omitted.

Select **Previous** for adjustments to your account.

Select **Home icon** to complete.



To log out, click **Sign Out** icon located at the bottom of your account.

Maintaining your Account

To review or update your account information, including the assignment of additional users to respond to bid events, select **My Account** from the Supplier Portal. Adding additional users to respond to bid events can be accomplished in this area.

The screenshot shows the 'Home' page of the Supplier Portal. The left sidebar contains a navigation menu with the following items: Home, Messages, Events, Contracts, Performance, and My Account. The 'My Account' option is highlighted with a red box. The main content area is titled 'Home' and includes sections for Messages (Inbox 335), Events (Browse Open Events, Search Events, My Responses, Unsubmitted Responses), Contracts (Active, In Negotiation), Performance (Event Metrics), and My Account (Update Account Information). A table of 'Unread Messages' is displayed, showing the date, title, and priority of each message.

Date	Title	Priority
04/08/2025	Event: 957 has been amended	Normal
10/18/2024	Event: 912 has been amended	Normal
02/07/2024	Response to your question for event: 852	Normal
11/01/2023	Event: 821 has been amended	Normal
10/31/2023	Event: 821 has been amended	Normal

The screenshot shows the 'Account Information' page of the Supplier Portal. The left sidebar contains a navigation menu with the following items: Home, Messages, Events, Contracts, Performance, My Account, Update Account Information, Contact Us, Help, Create Report, and Set 'As Of Date'. The 'Update Account Information' option is selected. The main content area is titled 'Account Information' and includes sections for Supplier Information (Supplier Number, Doing Business As, Business Type, Tax ID Type, Social Security Number, Tax ID, Gln Nbr, Website), Registration Status (Registration status: Complete), and My Contact Information (Title, My Supplier Address, My Questions, My Supplier Development, My Proxy Notifications, My Contacts). The 'Save' button at the top right is highlighted with a red box.

Review Account Information for accuracy.

Under each section heading, click into the field that you wish to change. Upon completion, click **Save**, at the top of the form to update.

Note: It is very important to review and complete each section in the Supplier Portal. Including all applicable supplier development classifications and commodity codes, if applicable, will maximize your opportunity to be sourced for bid events.

Creating an Additional Contact from an Existing Supplier

Each user can respond to bid events with their own username and password.

Click **Create Contact** to create an additional contact for the supplier record.

Complete the **required fields** to create a login and contact for the additional user.

Create an Account:

User Name: User name you will use to login to the Supplier Portal

Password: Password used for login to the Supplier Portal. Passwords are case sensitive

Confirm Password: Password verification

Enter Information:

First Name, Last Name, Phone Number, Email Address are required fields.

Title, Fax Number and Mobile Phone are optional information to be entered, but preferred.

Mailing Address will default from supplier if left blank.

Click **Next** to proceed.

Add / Update Contact – Proxy Notifications

The screenshot shows the 'Account Information' page. The 'Supplier Information' section includes fields for Supplier Number (1025), MetroHealth, Doing Business As, Dun & Bradstreet, Business Type (Corporation), Tax ID Type (Social Security Number), Tax ID (222-22-2222), Gln Nbr, and Website. The 'Registration Status' section shows 'Registration status: Complete' and a congratulatory message. The 'Proxy Notifications' table is empty, and the 'Create' button is highlighted with a red box.

If required, select **Create** to add an individual for Proxy notifications from your company. A proxy notification is an email contact to receive email alerts for bid events but does not have a login and cannot formally respond to a bid event.

Your company contact will continue to receive all notifications and be able to formally respond to bid events.

Registration Status

The screenshot shows the 'Add / Update Contact' page. The 'Registration Status' section shows 'Registration status: Complete' and a congratulatory message. The 'Previous' button is highlighted.

The last section will show if you have successfully completed the registration or note where information is omitted.

Select **Previous** for adjustments to your account.

Select **Home** to complete.

Existing Supplier Registration

Registration and Login on the Supplier Portal

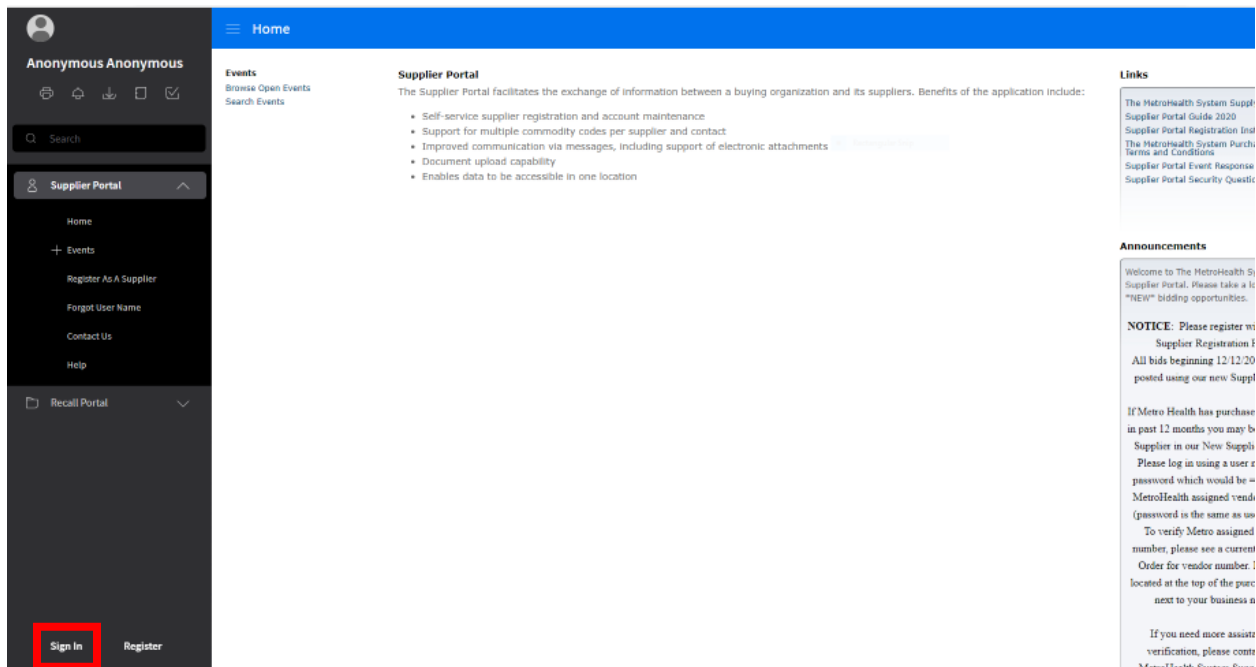
To access the MetroHealth System Supplier Portal, [click here](#) or copy and paste the following URL into your browser:::

<https://metrohealthprod-lm01.cloud.infor.com:1442/lmscm/SourcingSupplier/html/SourcingSupplier?csk.SupplierGroup=MHS&sk.CHP=LMPROC>

Upon implementation of our portal website in 2016, we had loaded existing business partners, supplier, and vendor data for those entities we had done business with over the last twelve (12) months. If your company falls under this category, you will just need your vendor number. The vendor number can be found in the upper left-hand corner of the most recent purchase order issued to your company.

Your user name and password will be a lower-case v immediately followed by your vendor number. (v#####).

If you need assistance finding your vendor number, contact us at 216-957-3761 or purchasing@metrohealth.org.



Click **Sign In**

1. Enter **User Name** (v###)
 - a. Enter your Vendor Number in the format (v#####)

i. For example, v123 Lower case v followed by the vendor number

2. Enter **Password** (v###)

a. Enter your Vendor Number in the format (v#####)

i. For example, v123 Lower case v followed by the vendor number

infor

Login

[Register a new user](#)

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Technology 11.0.0.1207

Click the **Login** to Sign In.

Frequently Asked Questions

Q. How and when do I submit a response?

Only suppliers who have completed registration may respond to events.

- For detailed instructions, please refer to our “Step by Step Guide for Responding to an Event”.
- All bid responses must be submitted before the close date and time on the bidding event. Our server time will be the official time for these submissions. Please make every effort to submit before this time to ensure your bid response is accepted into the system.

Q. How will I know I am awarded a contract?

You will be informed by e-mail by our purchasing staff when a decision has been made to award a contract to one or more suppliers. If you are not awarded a contract associated with an Event, you will receive a notice of a non-award. We are unable to award contracts to responses that are in Draft status. If you exit the portal without submitting your response, a message may display reminding you of the submission deadline the next time you log into your supplier account.

Q. What if I forget my MetroHealth Supply Portal password?

See guide to [Setting up Supplier Portal Security Questions](#).

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).

Q. What do I do when I get the supplier group does not exist error?

This error can occur if the link to our site is truncated via a cut and paste or missing our extension in the URL. Please visit our Supply Chain page at www.metrohealth.org and the Visit Supplier Portal link. This link will connect you to our site directly.

Q. I want to ask a question or bid on an Event, but the options are greyed out?

A. Please sign into the Supplier Portal using your established credentials and you will be able to ask a question on the Event or begin to respond to an RFP.