



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. 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 system timestamp will be the official source of the event submission. 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.

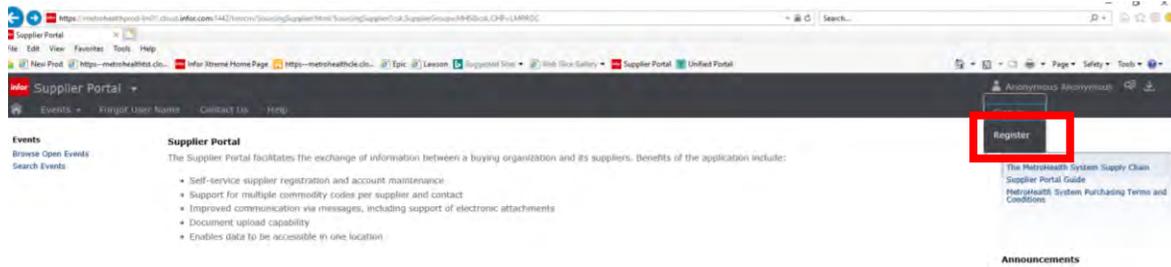
For Password resets, Click **Contact Us** from your company home page in the Supplier Portal or email purchasing@metrohealth.org.



Register on the Supplier Portal

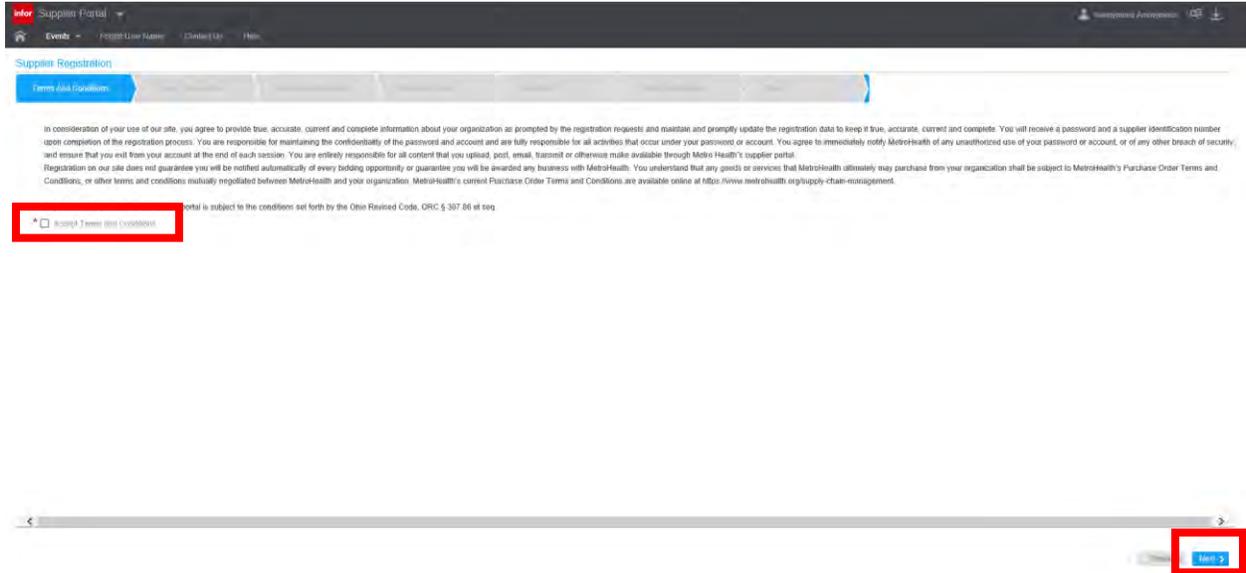
To access the MetroHealth System Supplier Portal, [click here](https://metrohealthprod-lm01.cloud.infor.com:1442/lmscm/SourcingSupplier/html/SourcingSupplier?csk.SupplierGroup=MHS&csk.CHP=LMPROC) or copy and paste the following URL into your browser:
<https://metrohealthprod-lm01.cloud.infor.com:1442/lmscm/SourcingSupplier/html/SourcingSupplier?csk.SupplierGroup=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**.



Click **Next** to proceed.

Contact Information

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

The screenshot shows the 'Supplier Registration' page in the 'Supplier Portal'. The page has a navigation bar with 'Supplier Portal' and 'Accounting Assistant'. Below the navigation bar, there are tabs for 'Terms And Conditions', 'Contact Information', and 'Company Information'. The main content area is titled 'Become A Supplier - Create An Account'. It contains two sections: 'Create An Account' and 'Enter Information About Yourself'. The 'Create An Account' section has three input fields: 'User Name', 'Password', and 'Confirm Password'. The 'Enter Information About Yourself' section has several input fields: 'Title', 'First Name', 'Last Name', 'Phone Number', 'Mobile Phone', 'Fax Number', and 'Email Address'. A red bracket on the left side of the form highlights the 'Enter Information About Yourself' section. A red box highlights the 'Next >' button at the bottom right of the form.

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

The screenshot shows the 'Company Information' registration page in the Infor Supplier Portal. The page has a dark header with the Infor logo and navigation links. Below the header, there are tabs for 'Terms And Conditions', 'Contact Information', and 'Company Information'. The 'Company Information' section contains several input fields: 'Company Name', 'Doing Business As', 'Dun & Bradstreet', 'Business Type', 'Tax ID Type', 'Tax ID', 'Global Location Number', and 'Website'. The 'Address Information' section includes 'Remit To First Name', 'Remit To Last Name', a checkbox for 'Check if Remit To Address is the Same as Mailing Address', and a 'Mailing address' section with fields for 'Address Line 1-4', 'City', 'State/Province', 'Postal Code', and 'Country'. A red bracket on the left side of the form highlights the 'Company Information' and 'Address Information' sections. A red box highlights the 'Continue' button at the bottom right of the form.

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.

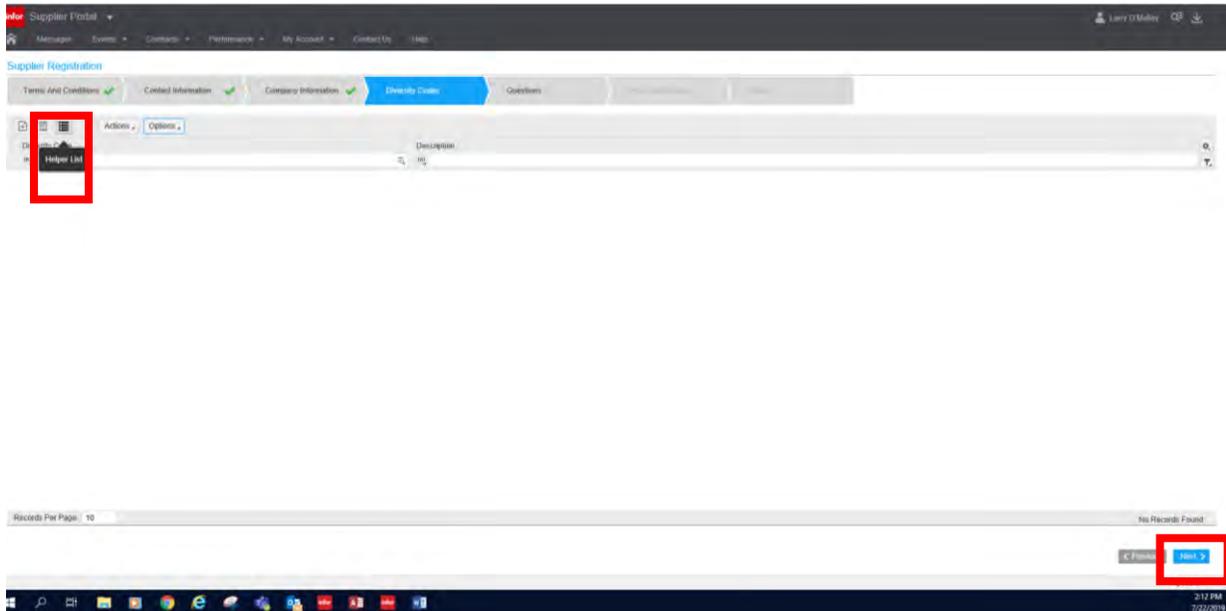
Address Information:

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.

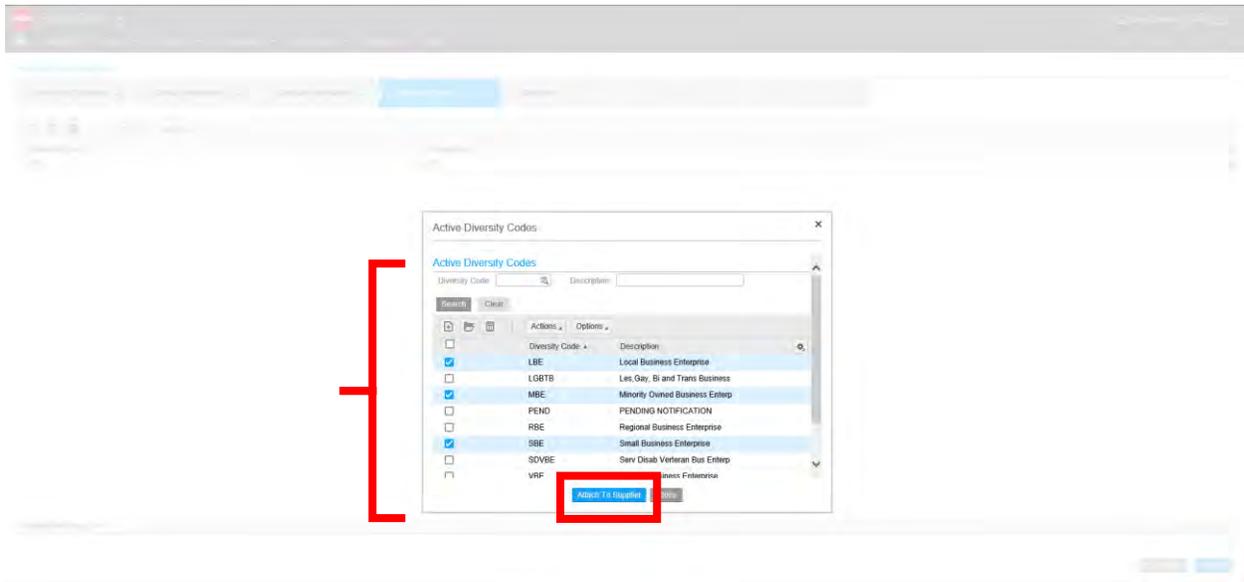
Click **Continue** to proceed.

Diversity Codes



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

If your organization is diverse, click **Helper List** to select the diversity codes that are check all that are applicable. If not eligible, click **Next**.

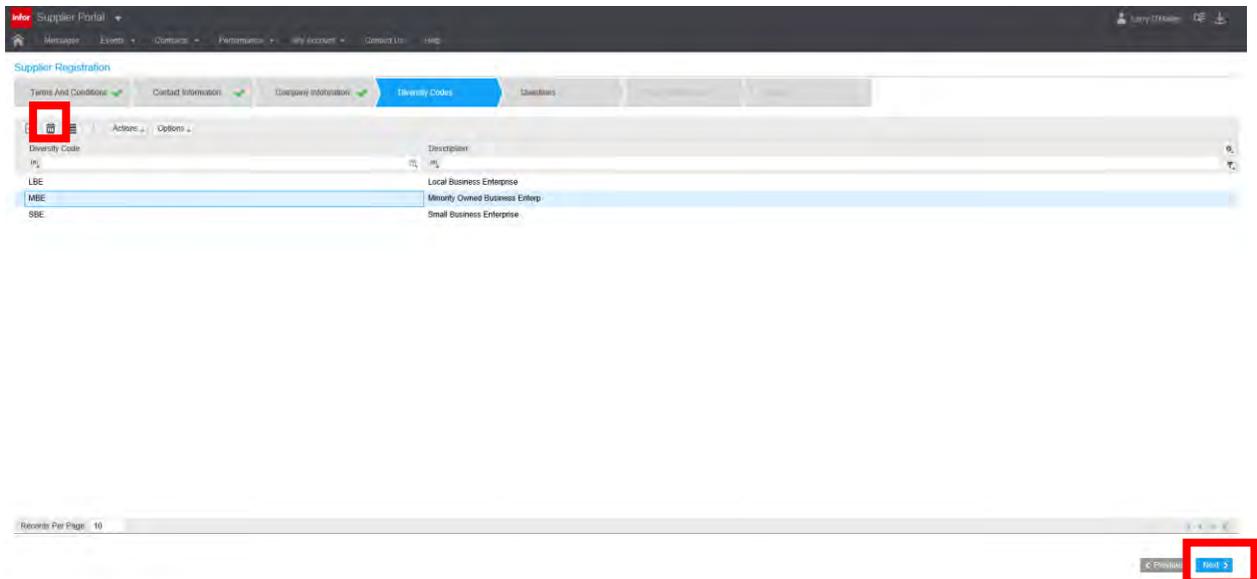


Attach Diversity Codes:

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

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

Click **Attach to Supplier**, then **Close** once complete.



Review attached supplier diversity 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

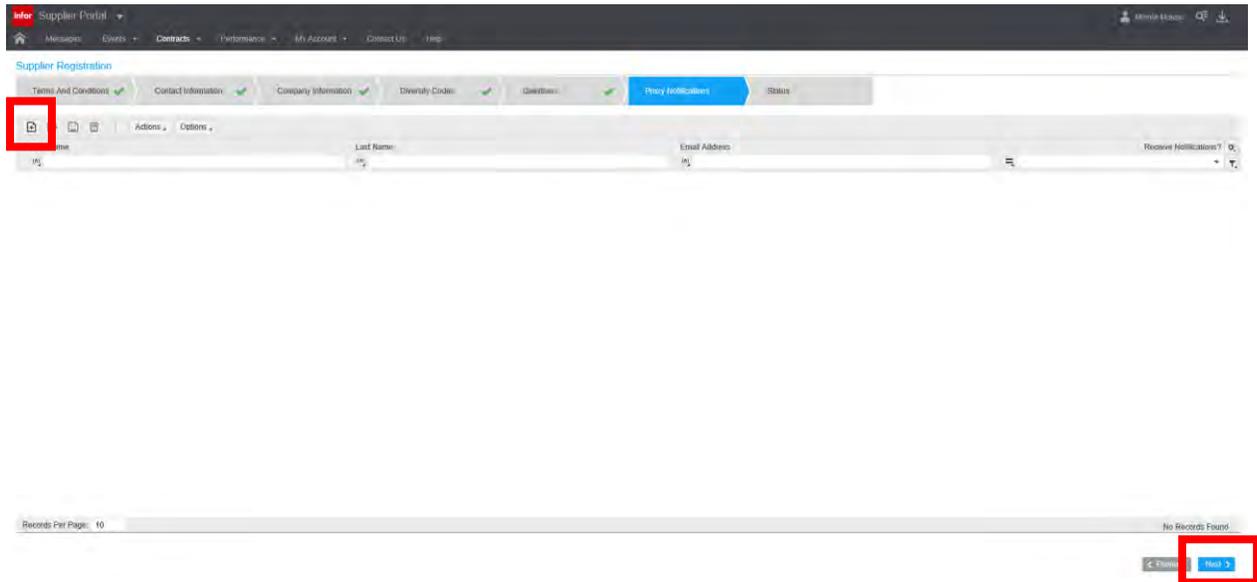
The screenshot shows the 'Supplier Registration' process in the Infor Supplier Portal, specifically the 'Questions' step. The page includes a navigation bar with 'Supplier Portal' and 'My Account' options. Below the navigation, there are tabs for 'Terms And Conditions', 'Credit Information', 'Company Information', 'Diversity Certs', and 'Questions'. The 'Questions' tab is active. The main content area contains several questions, each with a 'Response is required' label and a dropdown menu for the answer. Question 1 asks to describe the products or services provided. Question 2 asks about conflicts of interest. Question 3 asks if the user has read and agrees to abide by the Vendor Policy and Handbook. Question 4 asks for a copy of the company's W9 and the date it was signed, with a reference URL provided. At the bottom right, there is a 'Next >' button highlighted with a red box.

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

If your organization identifies as a diverse supplier, please provide a copy of your diverse certification and expiration date.

Click **Next** to proceed.

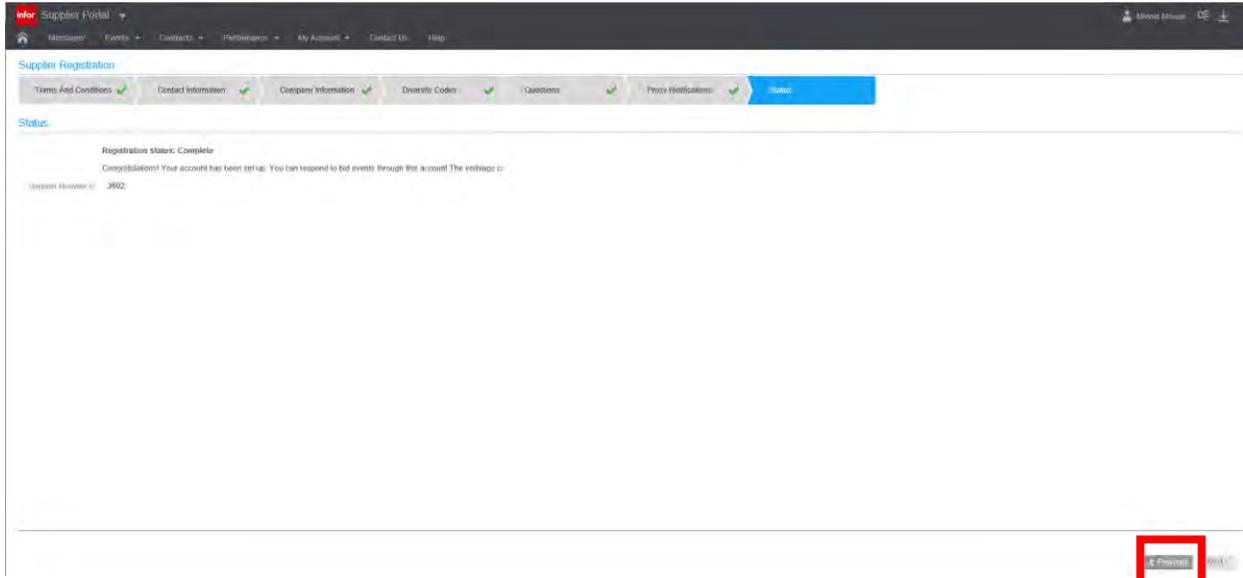
Proxy Notifications



If needed, select **Add** 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 would 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.

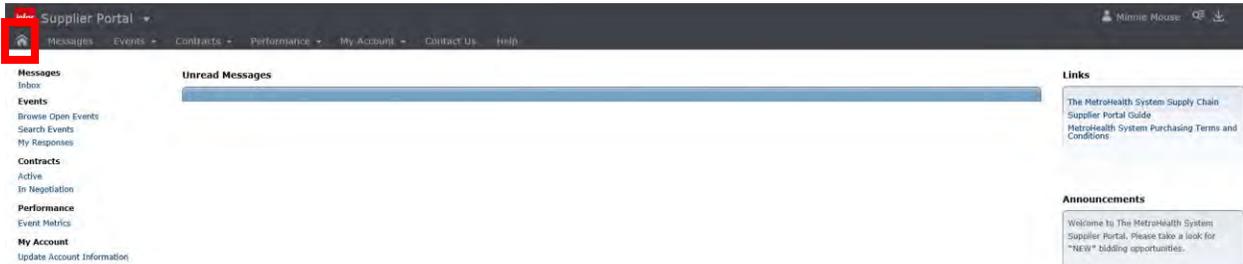
Registration Status



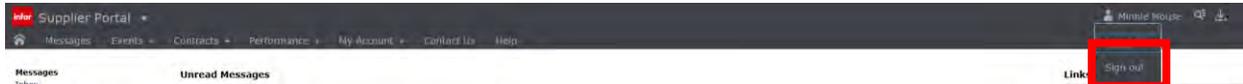
The last section will show if you have successfully completed the registration or will note where information is omitted.

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

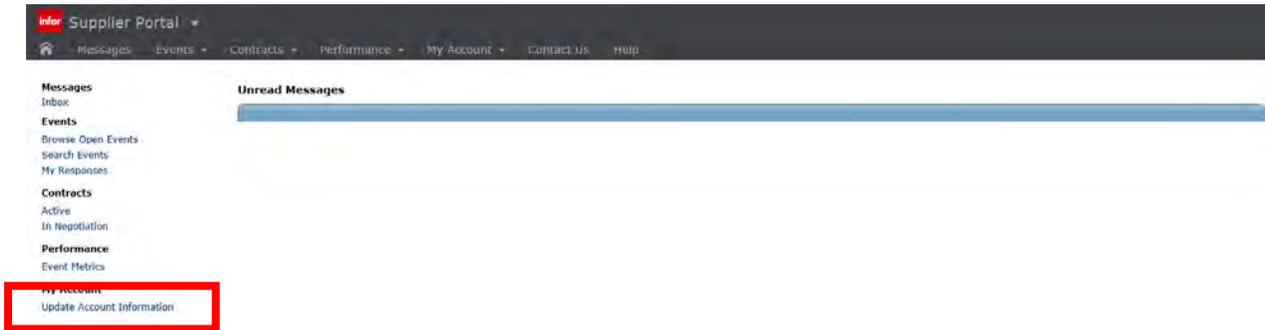
Select **Home icon** to complete.



To logout, click **Sign Out** located under the user icon 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 **Update Account Information** from the Supplier Portal.

The screenshot shows the Infor Supplier Portal 'Account Information' page. The 'Save' button is highlighted with a red box. The page displays the following information:

- Supplier Information:** Supplier Number: 3602, Supplier Name: The Flower Shop, DUNS Business Address, DUNS & Business Address, Business Type: Corporation, Tax ID Type: Federal Tax Id, Tax ID: 88-888888, GIN Nbr, Website.
- Registration Status:** Registration status: Complete. Congratulations! Your account has been set up. You can respond to bid events through this account. The verbiage is
- My Contact Information:** Title, Name: Minnie Mouse, Phone Country Code, Phone Number: 216-888-8888, Extension, Mobile Country Code, Phone Number, SMS Enabled, Phone Country Code, Phone Number, Extension, Email Address: blank@gmail.com, Receive Email Notification (checked).
- Address Information:** Country: United States of America, Address Line 1: 2222 Rose Lane, Address Line 2, Address Line 3, Address Line 4, City: Cleveland, State: Ohio, Zip Code: 44109, County.

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.

Creating an Additional Contact from an existing Supplier

The screenshot shows the 'Supplier Portal' interface. At the top, there's a navigation bar with 'Messages', 'Links', 'Downloads', 'Performance', 'My Account', 'Contact Us', and 'Help'. Below that, the 'Account Information' section is visible, showing details for 'The Flower Shop' including 'Supplier Number: 3802', 'Business Type: Corporation', and 'Tax ID: 88-888888'. A 'Registration Status' section indicates the account is complete. The main area is titled 'My Contact Information' and features a 'Create Contact' button highlighted with a red box. Below this is a table with columns: Contact, Name, Email Address, Receive Notifications?, Active, and Registration Status. A 'My Contacts' link is at the bottom left.

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

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

The screenshot shows the 'Become A Supplier Contact - Create An Account' form. It has several sections: 'User Name' (JamesSmith12), 'Password' (masked), and 'Confirm Password' (masked). The 'Enter Information About Yourself' section includes fields for Title, First Name (James), Last Name (Smith), Phone Number (216777-2236), Mobile Phone, Fax Number, and Email Address (james.smith12@gmail.com). The 'Mailing Address' section has a dropdown for Country and four lines for Address. A red bracket on the left highlights the 'Enter Information About Yourself' and 'Mailing Address' sections. At the bottom right, a 'Next' button is highlighted with a red box.

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

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:

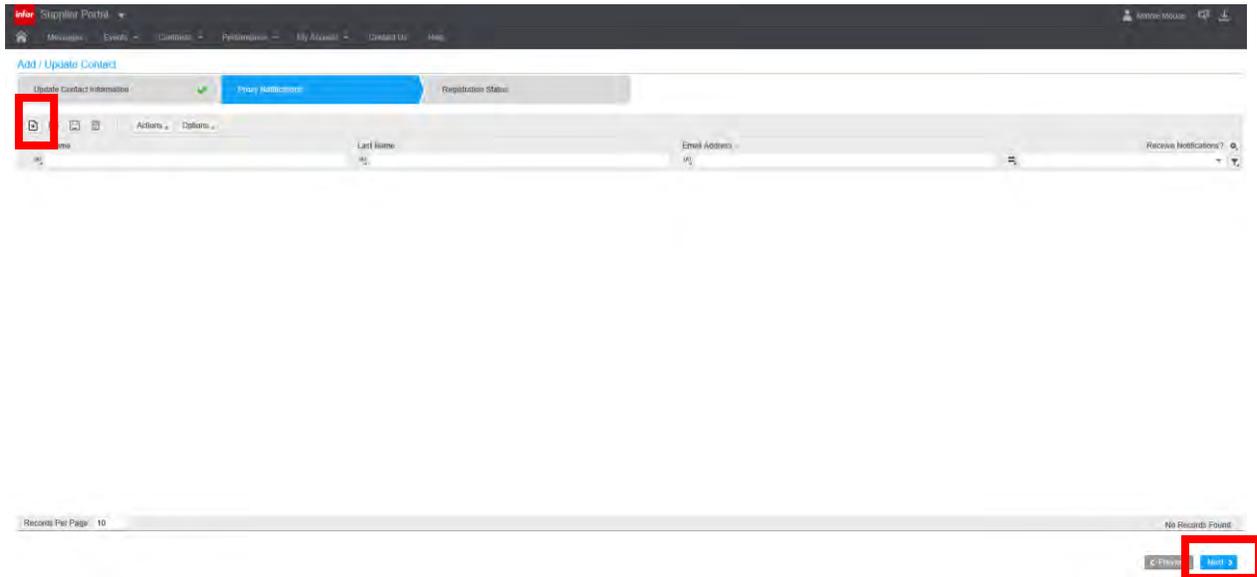
First Name, Last Name, Phone Number, Email Address are required fields.

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.

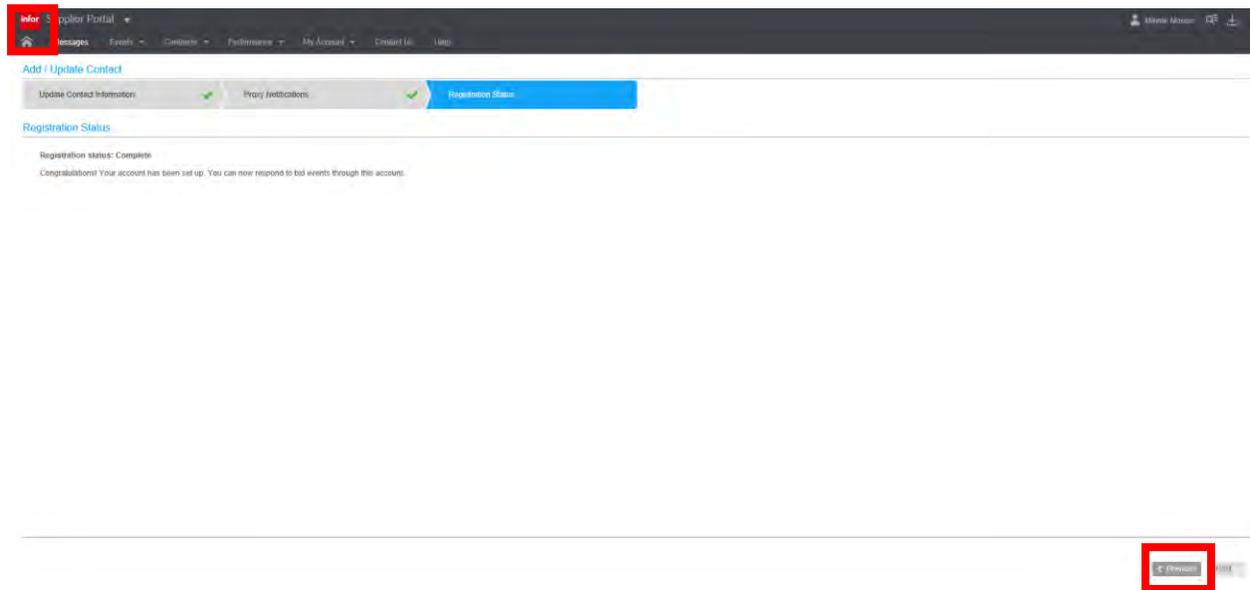
Add / Update Contact – Proxy Notifications



If required, select **Add icon** 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.

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 note where information is omitted.

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

Select **Home icon** 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.



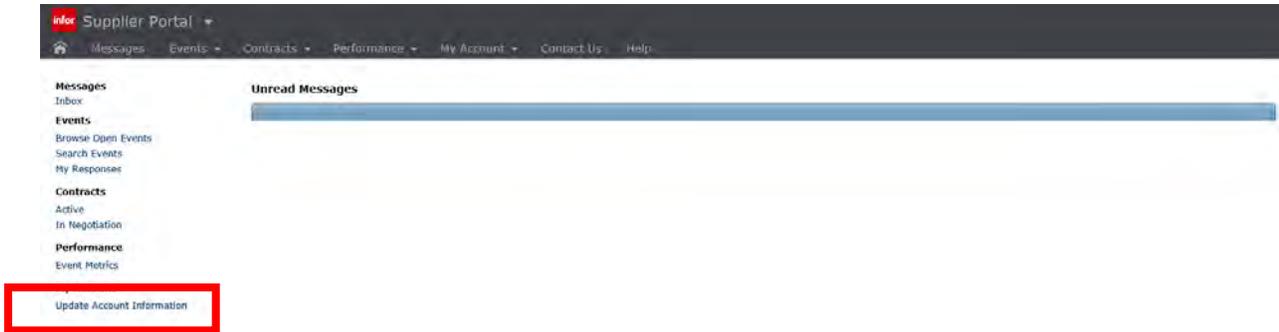
Click **User icon**

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

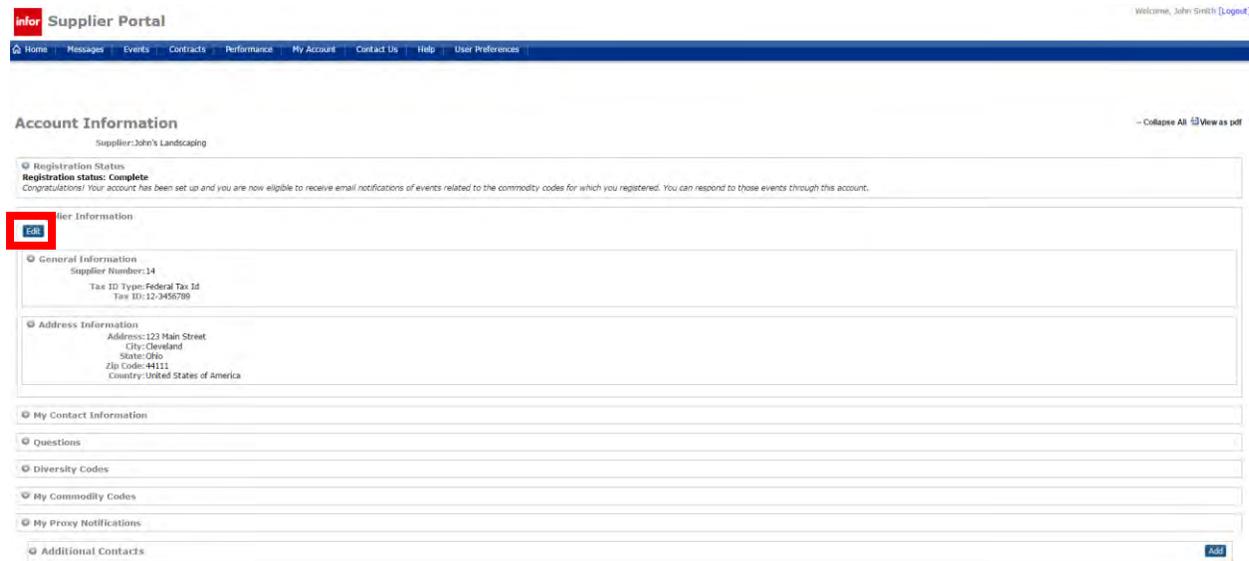


Click the **Login** to Sign In.

Maintaining Your Account



Once loaded, your account information, select **Update Account Information** from the Supplier Portal. Adding additional users to respond to bid events can be accomplished in this area.



Review Account Information for accuracy.

Under each section heading, click **Edit** to change. Upon completion, click **OK** to update.

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

Frequently Asked Questions

Q. How and when do I submit a response?

Only suppliers who have completed registration may respond to events.

- Click Respond Now on an event listing to display the Event Response page. If you decide not to respond, please select No Bid and select a reason code.
- View the terms and conditions for this event. If the event allows you to negotiate terms and conditions, you can do so. If you are not presented with an option to negotiate terms and conditions, you must accept the terms and conditions before you can submit a response. Click Continue.
- Any response you submit must contain at least one line, and it is possible that an event will require you to respond to all lines. Click the Respond link for a line. When completing lines, you can respond for the full quantity or for a partial quantity. If you choose to respond to some but not all lines, please check No Bid and select a reason code for the lines you are not interested in. If you want to indicate that you will not be charging for an item - for example because it is a promotion, or an accessory, or a sample - select "No Charge" at the line level. If the event line allows for alternate responses, you can select "Alternate Only" and create an alternate response by clicking on the Add link that displays under the Alternate Responses column on Line Responses.
- An event or line may include required question(s) that you must answer as part of your response.
- You can attach a pricing catalog or other information using the Attachments tab of the Event Response page.
- When you have nearly completed your response, the website may display a list of messages indicating if you have missing information. When your response is complete, click Submit then OK to send us your response now, or just click Done to save your response in Draft status for submitting later. **We are unable to award to responses that are in Draft status.** If you click Done without submitting, a message may display reminding you of the submission deadline.
- **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 if my response was successful or unsuccessful?

You will be informed by e-mail from our purchasing staff when a decision has been made to award an event or event lines to one or more specific suppliers. If your response was not successful you will receive a notice via email of a non-award to an event.

Q. Why did I get a server exception thrown error when responding to a question?

An exception error when responding can occur when a cut and paste is done within the text box to the question of an event. To correct, please key in the response into the text box as to avoid any extra characters from the previous document source.

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

If you forget your password, please contact us at purchasing@metrohealth.org and we will be able to assist with a temporary password that will be emailed to you. Then you can log in, reset your password, and answer the 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. Why 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.