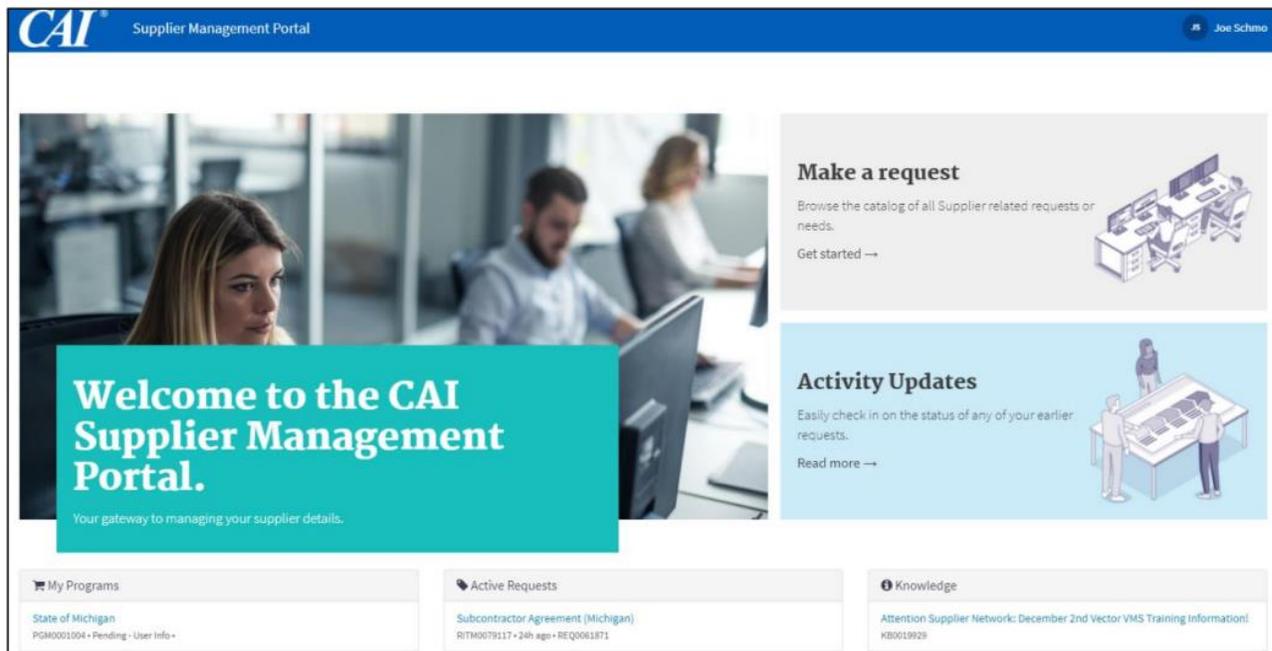


**SUPPLIER MANAGEMENT PORTAL**

**FREQUENTLY ASKED QUESTIONS**

This Frequently Asked Questions document will provide our supplier partners with information regarding the Supplier Management Portal, **which went live on November 9<sup>th</sup>, 2020**. This document will be updated as questions are submitted.

<https://cai.service-now.com/sm>



Landing page for Supplier Management Portal

**The purpose of this portal**

The portal's purpose is to streamline the enrollment and documentation management experience for both our supplier partners and our CAI team.

We are able to leverage ServiceNow's intuitive IT service management platform and provide greater insight into both supplier documentation and ongoing compliance with the Supplier Management Portal. You will be able to view your company's enrollment status at a glance, receive automated alerts when documentation is expiring or needs updates, and retrieve any contract documentation – all without requiring the assistance of the CAI team.

**What should I do if the Supplier Management Portal says my company EIN is already registered?**

You will need to contact your system administrator. This means your company is already registered. You can only register your company once. Once registered, you can enroll in multiple contracts under it and add additional users.

**What if my supplier admin left the company, how do I get access to it?**

Your supplier admin is responsible for setting up additional users upon gaining access to the portal. It is recommended that you have at least two or more supplier admins.

**What happens if I am locked out of the portal?**

Our system is equipped with a self-reset service that will require you to provide your user ID and email for verification purposes. If you encounter any problems, you can reach out to us at SM.PortalHelp@cai.io for technical assistance with resetting your password. Please keep in mind that this email address should only be used for technical inquiries regarding the Portal. We will not be able to process any enrollment materials, documentation updates, or non-technical requests through this email.

**If I have registered on the portal, does that automatically mean I am enrolled?**

**No.** To enroll in a program, choose the one you want and make sure to upload all the necessary documents marked with a red asterisk. Remember that all required documents must be submitted in order for them to be reviewed. Partially submitted documents **will not** be reviewed.

**Is this the same as the portal where I review my payment statuses?**

This portal is for enrolling in new CAI programs and managing related documentation. Payment information will still be handled through the Workday portal. The ServiceNow portal integrates with Workday for a one-stop-shop.

**Is this a replacement for VectorVMS?**

No. The Portal replaces the existing email-driven process of enrolling and maintaining your documentation with CAI. Requisition postings, candidate submittals, and timesheet entries will continue to take place within VectorVMS.

**Will I still be able to email the CAI vendor management team to enroll in a new program, or provide new documents?**

No. All communications with CAI regarding enrollments and the process to provide updated documentation should be handled directly through the portal.

No emails from suppliers will be responded to related to enrollment or contract documents.

If you receive an email from cai@service-now.com, please be aware that it is an automatically generated message from the system and is not monitored. You will not receive any responses if you reply to it. The email is a call to action to log in to the portal.

## **How will I be able to ask the CAI team questions about my enrollment or documentation?**

To reach the CAI team, please utilize the Contact Us feature found within the Portal. You can also communicate with them directly regarding any submissions for enrollment. Simply click on Get Started, make a request, and select Contact Us.

Contact Us



Contact Us (General)

## **What happens if I do not update my documentation prior to expiration?**

We have developed the system to provide multiple alerts to your company prior to any documentation expiring. If documentation is allowed to expire following these multiple alerts, your company will be inactivated within any program for which documentation has expired. You will then be required to re-enroll in those programs with current, valid documentation. This is done to ensure contract and audit compliance.

Our portal has a feature that helps your company stay on top of important documentation deadlines. We use automated messages and color-coded warnings to alert you when a document that we have on file for your company is nearing expiration. You'll receive multiple alerts via email from an unmonitored email address [cai@service-now.com](mailto:cai@service-now.com) well before your documentation expires. These alerts will be sent 90, 60, 30, 15, and 7 days before expiration, as well as upon expiration itself, giving you ample time to renew your materials. The email will let you know how many days are left until expiration. If your documentation expires despite these notifications, your company will be deactivated from any program where it is required. To regain access, you'll need to re-enroll with up-to-date and valid documentation. We conduct weekly audits to ensure compliance with contracts and regulations. To avoid account deactivation, please upload your renewal documents promptly.

## **Is there a training guide available?**

Yes, a training guide has been posted within the **Knowledge** section of the Portal. Like this FAQ document, it will be revised as new functionality is implemented to ensure that you can access the latest information regarding the Portal.