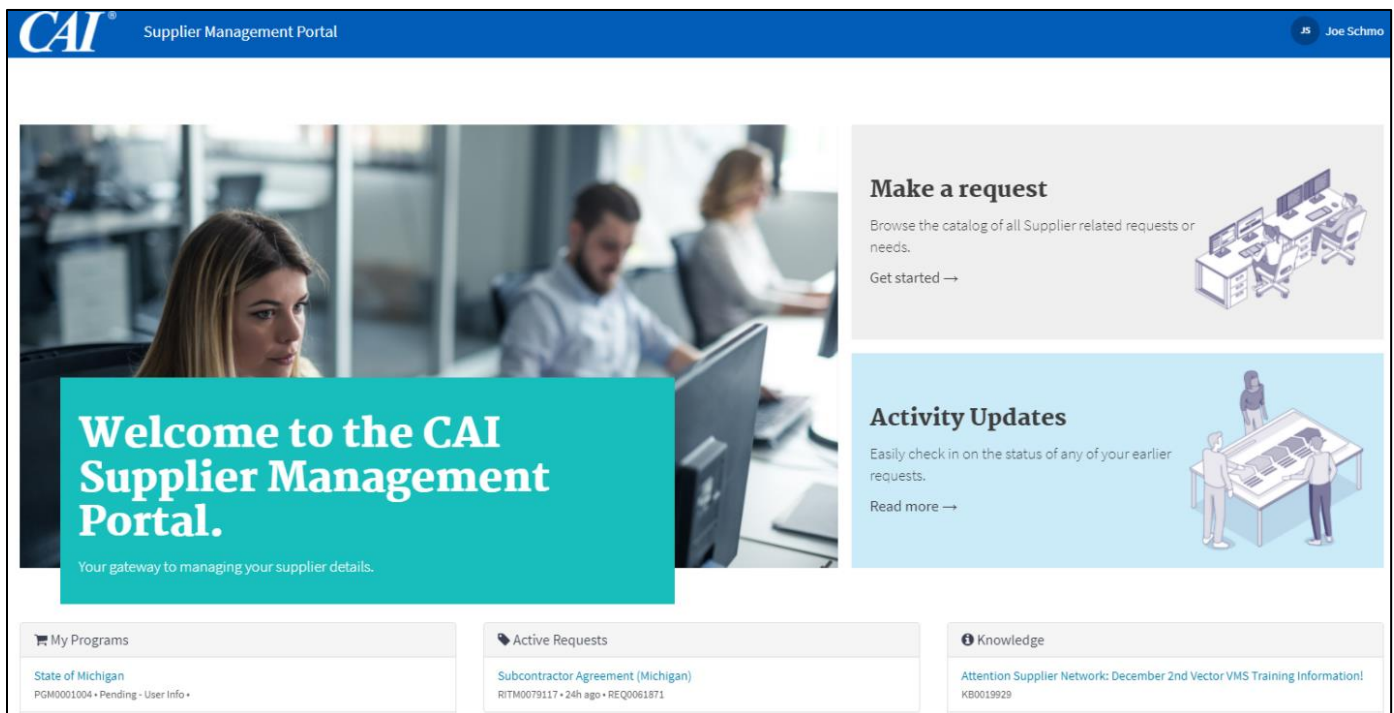


SUPPLIER MANAGEMENT PORTAL

FREQUENTLY ASKED QUESTIONS

As we finalize our move to our new Supplier Management Portal, we wanted to create a Frequently Asked Questions document to provide our supplier partners with information prior to the official go-live of the portal, **targeted for November 9th, 2020**. This document will be updated as additional questions are asked.



Landing page for Supplier Management Portal

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 entry will continue to take place within VectorVMS.

Why is CAI moving to a new portal?

We have long sought to streamline the enrollment and documentation management experience for both our supplier partners and our CAI team. The current process is driven via email and manual data/documentation entry by the CAI team, which can be confusing for both the CAI team and prospective suppliers as there is no easy nor efficient way to provide an overview of the status at any given time.

By moving to the new Supplier Management Portal, we are able to leverage ServiceNow's intuitive IT service management platform and provide greater insight into both supplier documentation and ongoing compliance. 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.

How will I get access to the portal?

CAI will be importing a list of our current suppliers and their information, including the “Default User” within VectorVMS shortly before the official go-live. This “Default User” will be established as an Admin user of the new portal and sent login information directly from ServiceNow, which will then be used to log into the portal and also create new accounts for other users in your company. **As a result, it is imperative that the “Default User” contact point within your company profile in VectorVMS is a valid, active email address, and that this information is reviewed for accuracy prior to our supplier import.** If this email address is not valid, your login information will not be delivered, and it will result in delays in onboarding your company to the new portal. If you require assistance with reviewing/updating your “Default User” information, please contact MSP.VendorMgmt@cai.io at any time prior to go-live.

My company has two different VectorVMS organization IDs. How will this be handled?

All suppliers who have multiple VectorVMS organization IDs have been contacted by the CAI team to determine how you would like to set up your company within the new portal. If you have not already done so, you must contact MSP.VendorMgmt@cai.io **prior to October 30th, 2020**, and provide guidance on how you would like your company to be imported into the portal. CAI can consolidate these organization IDs for you prior to the import.

If the organization IDs are not consolidated, your company will be imported as two separate accounts in ServiceNow, with separate login credentials and users for each.

Is this the same as the portal in which I review my payment statuses?

No, this portal will initially be only for enrollments in new CAI programs, and management of documentation related to those programs. The Workday portal will continue to be the system-of-record for payment information.

Moving the enrollment process to a ServiceNow-based portal will allow for integrations with Workday, which are being discussed to allow for a “one stop shop” for all relevant information.

What is needed from my company as part of the transition?

As part of the implementation of the portal, CAI will be importing a list of our current suppliers and the programs in which they are currently enrolled, which means that you will automatically be associated with your active program(s) in the portal.

To complete the transition, **we will ask that our suppliers upload their existing enrollment documentation into the portal**, including Certificates of Insurance, a current Subcontractor Agreement, and any other relevant materials, for any program in which you are currently enrolled. This will allow us to migrate from our existing email-driven system into ServiceNow, and to take full advantage of the new portal, as quickly as possible. We will maintain the existing MSP.VendorMgmt@cai.io email address for several months following go-live as a contact point to assist with providing the documentation that we have on file for your company, **however, this email address will NOT process new enrollments or respond to any non-documentation-related requests**. We are maintaining this email address during the transition to assist in making the migration as easy as possible for our supplier partners.

Why do I need to re-submit the documentation to you? Shouldn't you have it on file already?

We understand and appreciate that this will be an inconvenience and have spent a large amount of time determining the best implementation strategy for our existing suppliers.

As part of the development of the portal, we are also migrating to a new SharePoint Online database that will be used to house all contractual documentation submitted by suppliers. During our initial import, all suppliers will be created with their own unique SharePoint folder into which uploaded documents will be stored, which will then be retrievable by you from within ServiceNow. We are not able to create these folders ahead of time or seamlessly migrate all existing documentation from one database to another, and it was determined that simply re-submitting the existing documentation will be the easiest option for all parties.

It is important to note that this re-submittal will only occur once, and as soon as documentation has been uploaded to the portal, your company will be able to take full advantage of the new functionality offered through ServiceNow.

Will I still be able to email the CAI vendor management team to enroll in a new program, or provide new documents, following go-live of the new portal?

No. Following go-live, all communications with CAI regarding enrollments, and the process to provide updated documentation, will be handled directly through the portal.

We recognize that this is an enormous change in process for our supplier community and are taking steps to make the transition as seamless as possible. As mentioned, we will maintain the existing MSP.VendorMgmt@cai.io email address for several months to assist with providing the documentation that is currently on file for your company; however, this email address will eventually be inactivated and ServiceNow will become the point of interaction with CAI's vendor management team.

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

The portal will have a “Contact Us” option embedded directly in the tool, which will put you in direct communication with the Vendor Management team. Additionally, the workflow has been designed to allow for constant communication between CAI and suppliers throughout the enrollment process.

We will maintain a Help Desk email address for the portal, but this will **only** be used for technical assistance and troubleshooting that cannot take place within the portal, and will not serve as a contact point for enrollment or questions. Requests for anything other than technical assistance with the portal will not be processed through this Help Desk.

CAI usually contacts us via email when our documentation is expiring or requires renewal. How will that be handled through this new portal?

This is a key aspect of the portal that we are excited to utilize – automated messages and color-coded warnings to alert you when a document that CAI has on file for your company is nearing expiration. The automated messages will be distributed to users associated with your company profile within ServiceNow multiple times prior to the documentation expiring and will provide information on what is nearing expiration as well as the required steps to return to compliance. Additionally, you will be able to view the expiration dates of your documentation for each program you are enrolled in directly within the system, and color-coded alert flags will be shown based upon the days remaining prior to expiration.

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.

My insurance provider currently sends renewals directly to CAI. Will this still be acceptable?

Please work with your insurance provider ahead of the go-live date to have these renewals sent to your company, in order to allow you to upload the documentation into the portal. CAI will not have the ability to upload documentation on your company’s behalf.

I am a SOW vendor and send my invoices to MSP.VendorMgmt@cai.io. What will I do in the new process?

You may send your invoices to MSP.Analytics@cai.io, or attach them to the service engagement within VectorVMS.

Will there be training available on the new portal?

Yes. While we have designed the new portal to be as intuitive as possible, training materials will be emailed out prior to go-live, and the portal will also host training guides.

What is the overall timeframe for the portal roll-out?

The current project timeframe is shown below:

Mar. – Nov. 2020	Development of the Portal
Sep. – Nov. 2020	Communications and Details Distributed
Nov. 4 th , 2020	Training Materials Distributed
Nov. 6 th , 2020	Pre-Go-Live Announcements Issued
Nov. 7-8 th , 2020	Initial Supplier Import, Login Credentials Issued
Nov. 9th, 2020	Go-Live of the Portal for New Enrollments
Nov. 9 th , 2020 – Feb. 2 nd , 2021	Transition Period for Current Suppliers
Feb. 2 nd , 2021	Inactivation of MSP.VendorMgmt@cai.io address
Feb. 3 rd , 2021 +	Supplier Management Portal functions as system of record for enrollment/documentation for all suppliers