**STIBO VENDOR SET UP FAQ’S**

**Why do I need access?**

* The vendor set up process has moved to a self-service format
* Suppliers will be invited to fill out the required information to self-onboard the new vendor

**How do I access STIBO?**

* <https://cvs-production.scloud.stibo.com/webui/WEBUI_CVSSupplierPortal>

**Is there a training class for vendor onboarding?**

* Training documents and supplier worksheets are provided on CVSSuppliers.com and STIBO landing page (Search for New Vendor Setup)
* CVS will not have supplier training classes as STIBO is a self-service program
* Supplier worksheets can be used as a tool to prepare for setting up the vendor in STIBO

**How do I set up a vendor # in STIBO?**

* CM will send out an invitation to the supplier contact
* New Supplier contact will complete the **one-time verification**
* Existing supplier contacts will log into STIBO and fill out the **Supplier Self onboarding information**
* Refer to the Training Documents to walk you through the screens

**Where can I find a list of fields required for set up?**

* Refer to the Supplier worksheet - [STIBO - Supplier Worksheet](https://cvssuppliers.com/node/496)
* Refer to the EDI worksheet - [STIBO EDI Worksheet](https://cvssuppliers.com/node/1146)

**Are there training documents to help me with STIBO?**

* Click link to access training documents -[Supplier Self Onboarding training documents](https://cvssuppliers.com/node/501)
* Training Documents can be found on CVSSuppliers.com and on the STIBO landing page

**Who do I call if I get stuck setting up a vendor in STIBO?**

* Refer to the STIBO FAQ’s
* Ensure you click submit after completing the request
  + “Save” will not complete the request
  + Ensure all error notifications have been fixed
* Questions not covered in the FAQ’s can be directed to [MDM\_STIBO@CVSHEALTH.COM](mailto:MDM_STIBO@CVSHEALTH.COM)

**How will I know the vendor is set up?**

* You will receive an email with the new vendor # once completed

**Why can’t I see my vendor #?**

* Did you request changes to payment terms or shipping terms?
  + Did you hit the final submit button?
  + Did you request other options to Payment or Freight terms?
    - These changes require approval form the CM
  + CM must review and approved the info in STIBO before a number is generated
* Request user access if you don’t have STIBO credentials
  + Refer to “how to add users to an account” below

**How do I make changes or do maintenance for an existing vendor?**

* Use the Search feature on the landing page in STIBO
* Type in the supplier’s name to get a list of vendors in the system
* Click on the name in the table
* Click update at the bottom to begin the maintenance
* See link for full instructions [Supplier Self Onboarding training documents](https://cvssuppliers.com/node/501)
  + If you don’t have access to STIBO refer to “how to add users to an account” below

**What if I don’t see my changes right away?**

* Search Supplier Name
* Check overview tab – Pre-Active status indicates set up not completed
* If Maintenance performed ensure you have **submitted changes**

**Where do I find additional information on Vendor Onboarding?**

* CVSSuppliers.com
* Search on vendor setup
* See Quick Links below

**How do I get access to my Vendor data in Stibo?**

* Send requests to [MDM\_STIBO@cvshealth.com](mailto:MDM_STIBO@cvshealth.com)
* **Subject**: Stibo New User Request. Pay Vendor # <add your PV #>
* **Contents of email:**
  + First Name
  + Last Name
  + Email Address
  + List of Pay Vendor #s that you need access to

**Points to note:**

* Email domain name must reflect the company represented
* Personal email address will not be accepted (e.g.: Gmail, yahoo, etc.)
* Departmental email addresses will not be accepted (e.g.: [accounting@companyname.com](mailto:accounting@companyname.com) etc.)
* Stibo Team will forward the request to CVS Merchandising for approval
* Access will be granted within 2 business days after receiving CM approval

**How do I get additional vendor numbers added to my ID?**

* Send requests to [MDM\_STIBO@cvshealth.com](mailto:MDM_STIBO@cvshealth.com)
* **Subject**: Stibo Additional Vendor # request. Pay Vendor # <add your PV #>
* **Contents of email:**
  + User ID
  + First Name
  + Last Name
  + Email Address
  + List of Pay Vendor #s that your need access to

**How do I change my password?**

* The One-Time Verification will require you to change your password to begin self-onboarding
* On the landing page click User Details
* [Supplier Self Onboarding training documents](https://cvssuppliers.com/node/501)

**How do I get a vendor # if I don’t know the EDI info?**

* Supplier EDI department should complete the worksheet with required information
* [STIBO EDI Worksheet](https://cvssuppliers.com/node/1146)

**What If my company is unable to access STIBO or cloud-based systems?**

* Contact you CM
* CVS team can manage the supplier

**What departments require approvals for maintenance?**

* Transportation
* Vendor Collaboration
* SBT
* Reverse & Redistribution
* Import
* Logistics
* Accounts Payable

**Quick links**

* [CVSSuppliers.com-New Supplier Setup](https://cvssuppliers.com/document-library/new-supplier-setup)
* [STIBO Supplier Portal website](https://cvs-production.scloud.stibo.com/webui/WEBUI_CVSSupplierPortal)
* STIBO Supplier onboarding Prep Worksheet [STIBO - Supplier Worksheet](https://cvssuppliers.com/node/496)
* STIBO EDI prep worksheet - [STIBO EDI Worksheet](https://cvssuppliers.com/node/1146)

* [Supplier Self Onboarding training documents](https://cvssuppliers.com/node/501)
* [Indemnification Agreement](https://launch.cvssuppliers.com/node/471)
* [Product Liability](https://launch.cvssuppliers.com/node/521)
* [Supplier Onboarding](https://cvssuppliers.com/document-library/supplier-on-boarding)