

# New Supplier: Troubleshooting tips



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# URL/Weblink Issues

## HTTP ERROR 400 Bad Request

URI: /  
STATUS: 400  
MESSAGE: Bad Request  
SERVLET: default

## Description / Steps

- Session was left idle/has cached
- Stibo Link was bookmarked **after** credentials were entered

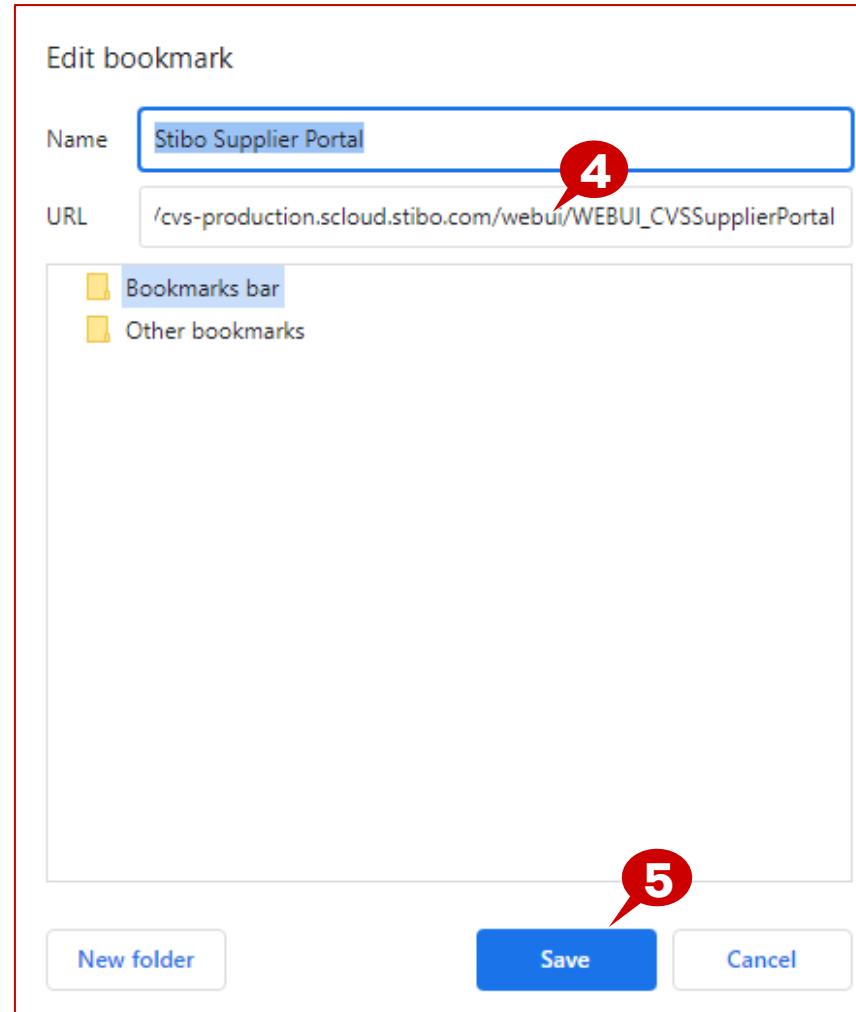
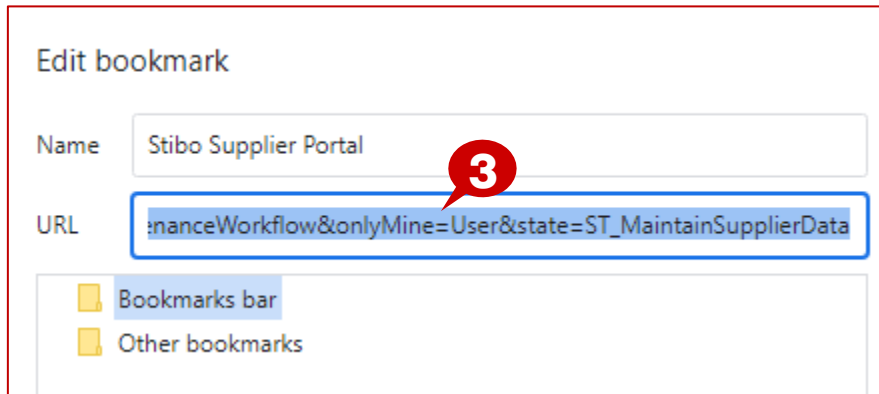
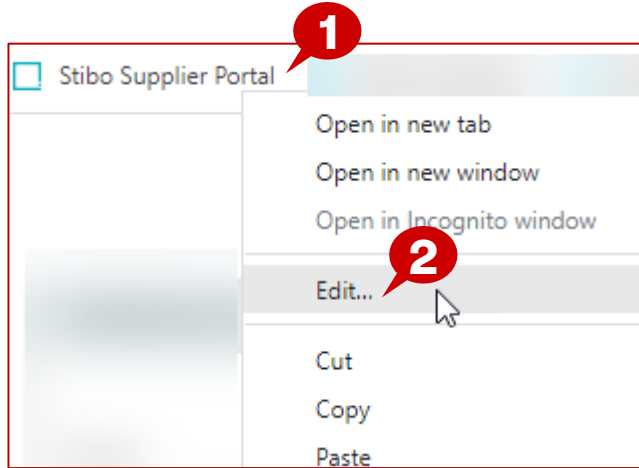
## Tips

- Refresh the screen and try to login
- Delete the bookmark and clear browser caches
- Start over by **copying and pasting** the link into the browser - [https://cvs-production.scloud.stibo.com/webui/WEBUI\\_CVSSupplierPortal](https://cvs-production.scloud.stibo.com/webui/WEBUI_CVSSupplierPortal)
- Bookmark it now if needed
- Enter your credentials

*Next page provides guidelines on editing a bookmark*

# URL/Weblink Issues

## Editing the bookmark



## Description / Steps

1. Right click on the Stibo bookmark
2. Click 'Edit'
3. Select the text in URL and delete it.
4. Copy and paste the following in the URL- [https://cvs-production.scloud.stibo.com/webui/WEBUI\\_CVSSupplierPortal](https://cvs-production.scloud.stibo.com/webui/WEBUI_CVSSupplierPortal)
5. Click 'Save'

# Password/Onetime Agent Verification

Welcome to the STEP Web UI

Supplier-17908912 • Test Supplier • English US • Main

**Links**

- Supplier self onboarding process guidelines
- Link to CVSSupplier.com
- Advanced Search

**New Supplier Onboarding**

One Time Agent Verific...	1
Supplier Self OnBoard...	0
<b>Total</b>	<b>1</b>

**New Agent Onboarding**

One time Agent Verifica...	0
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**Supplier Maintenance**

Maintain Supplier Data...	0
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**Clarification Workflow**

Review	0
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## Description

Password reset and One Time Agent Verification must **both** be completed upon first login, prior to

- Self-Onboarding for a new Vendor# **or**
- Performing maintenance on an existing Vendor #.

Refer [Training Document for New Agent First Login](#) and complete all the steps in the right order

# Identifying tabs with missing information

## Identifying Missing Information

**Supplier**  
RICH COFFEE CO SUPPLIER PROFILE • ID: Supplier:11595383  
CVS Reference ID: 38321 • Status: Active • Pay Name: RICH COFFEE CO • PO Name: RICH COFFEE CO • Primary Category: 29-GROCERY • Type: Merchandise Warehouse • Sub Type: Domestic

Comments Supplier Overview Address Payment & Banking **1** Supply Chain Ship Lane Compliance EDI Contact Documents Ownership

**Details**

- \* Supplier Name: RICH COFFEE CO  
Name of the Supplier that might appear on the Purchase Order or Remittance
- \* Supplier Type: Merchandise Warehouse
- Status: Active
- \* Supplier Sub Type: Domestic
- PO Name: RICH COFFEE CO
- \* Pay Name: RICH COFFEE CO  
Name of the Pay Supplier
- DBA: RICH COFFEE CO  
Doing Business As- Informational Only
- \* Legal Status: Corporation  
The field defines the legal status of the supplier's company.
- \* Product/Service Description: Coffee  
Please provide a brief description about the Product & Services that you plan to offer to CVS
- Supplier Status Date: 09-Dec-2021
- \* Is this Supplier onboarding due to Merger?: N
- Parent Supplier: N

**Category**

Clear all filters

Code	Name	Is Primary ?
29	GROCERY	Y

Number of items: 1

**Pay Supplier**

Select all Clear all filters Add Pay Supplier Remove Pay Supplier

Supplier Reference	Name
<input type="checkbox"/> 38321	RICH COFFEE CO

Number of items: 1; Selected items: 0

Do you want to copy Pay Supplier's Pay Name as PayName?

## Description / Steps

- *Blurbs indicate missing information on a tab*
- *The number within a blurb indicates the count of fields that require attention on a particular tab*

## Tips

- *Navigate into each tab with a blurb and review fields that are missing information.*
- *All fields marked mandatory (indicated with a \*) should be filled.*

# Submit Errors

## Name check failed

Submit error: Wrapped com.stibo.core.domain.impl.NameCheckValidatorException: Name check failed (BA\_SupplierOnbaordingOnSubmitTrasition#12) in BA\_SupplierOnbaordingOnSubmitTrasition at line number 8 at column number 0

## Description

Error: "Name check failed"

## Tips

1. Review following fields on '**Supplier Overview**' tab and remove special characters (for example " ' , - ` ) -
  - Supplier Name
  - PO Name
  - Pay Name
2. Remove non-text characters from Contact Names on the '**Contacts**' tab

# Submit Errors

## Payment Terms

▼ Payment Terms

Please confirm your choice by double-clicking and selecting "Y" on the CHOICE box against the Term.

If the offered Payment terms are not the agreed payment terms, please reach out to the Category Manager on the CVS team

Clear all filters

Choice	Name	Short Desc	Discount %	Due Days	Net Days
Y	2% DSC IN 40 DAYS; N41	24041	2.000	040	41
	N75 DAYS	75	0.000	000	75

Number of items: 2

Preferred Payment Terms

## Description

Error: "Reference Supplier to Payment Terms is mandatory for \*\*\*\*\*"

## Tips

1. On the 'Payment & Banking' tab, confirm your choice by selecting 'Y' against one of the Payment Terms listed
2. **Optional** – If the offered Payment terms are not agreeable, use the text box in 'Preferred Payment Terms' to notify the CVS Category Manager.
  - Refer [Clarify Process for Supplier Onboarding](#) for additional information



# Submit Errors

## Payment Terms

Supplier  
KYLA DSD UAT  
SUPPLIER PROFILE • ID: Supplier-20156382  
CVS Reference ID: • Status: Pre-Active • Pay Name: KYLA DSD UAT • PO Name: KYLA DSD UAT • Primary Category: 52-OPTICAL • Type: Merchandise DSD • Sub Type: Domestic

Supplier Overview Address **Payment & Banking** Supply Chain Compliance EDI SBT Contact Documents Ownership

Details  
**NOTE: If factor company or different pay supplier is linked then Payment Type, EDI Invoicing and Banking Attributes will be inherited from linked pay supplier or factor company on click of Save or Submit**

EDI Invoicing N  
EDI Begin Date  
Are you a Supplier providing alcohol products to CVS using this new Supplier number?  
Do you want Pcard capability for Payments?  
\* Payment Type CHECK  
Are you ACH Capable?

Payment Terms  
Please confirm your choice by double-clicking and selecting "Y" on the CHOICE box against the Term.  
If the offered Payment terms are not the agreed payment terms, please reach out to the Category Manager on the CVS team

Choice	Name	Short Desc	Discount %	Due Days	Net Days
<input type="checkbox"/>	1% DSC IN 21 DAYS; N22	12122	1.000	021	22

Number of items: 1  
Preferred Payment Terms: need Net 21 days

Factor Supplier  
\* Do you use a Factor Company for processing your payments? N

3 Save Submit Clone Supplier

## Description

**Error:** "You should not choose both Preferred Payment Terms and Supplier to Payment Terms"

## Tips

1. On the 'Payment & Banking' tab, confirm your choice by selecting 'Y' against a Payment Term
2. Remove the text from 'Preferred Payment Terms'
3. Click Save

# Submit Errors

## Contacts

<input checked="" type="checkbox"/> Select all <input type="checkbox"/> Clear all filters <input type="button" value="▶ Create New Contact"/> <input type="button" value="⊕ Add Existing Contact"/> <input type="button" value="⊖ Remove Contact"/>								
	*Responsibility	*First Name	*Last Name	MI	*Primary Phone Number	*Email	Cellphone	Fax
<input type="checkbox"/>	TAX	Tax	Man		333-333-3333	Tax@scuat.com		
<input type="checkbox"/>	SALES REPRESENTATIVE	Rich	Jones		401-112-5678	Rich@cvs.com	NA	

<input checked="" type="checkbox"/> Select all <input type="checkbox"/> Clear all filters <input type="button" value="▶ Create New Contact"/> <input type="button" value="⊕ Add Existing Contact"/> <input type="button" value="⊖ Remove Contact"/>								
	*Responsibility	*First Name	*Last Name	MI	*Primary Phone Number	*Email	Cellphone	Fax
<input type="checkbox"/>	EDI TRANSMISSION CONTACT	EDI	Manager		123-456-7890	EDI.manager@cvs.com		
<input type="checkbox"/>	INVENTORY	Rich	Jones		401-112-5678	Rich@cvs.com		
<input type="checkbox"/>	A/R CONTACT	Rich	Jones		401-112-5678	Rich@cvs.com	NA	
<input type="checkbox"/>	TAX	Tax	Man		333-333-3333	Tax@scuat.com		
<input type="checkbox"/>	SALES REPRESENTATIVE	Rich	Jones		401-112-5678	Rich@cvs.com	NA	

## Description

### Error:

1. "Supplier\_to\_Contact is mandatory with metadata INVENTORY"
2. "Supplier\_to\_Contact is mandatory with metadata SALES REPRESENTATIVE"
3. "Supplier\_to\_Contact is mandatory with metadata A/R CONTACT"
4. "Supplier\_to\_Contact is mandatory with metadata EDI TRANSMISSION CONTACT" (only applicable if EDI Capable is 'Y')

## Tips

Create a Contact for each of the missing Responsibilities

# Submit Errors

## Ship Lane Address

Supplier Overview   Address   Payment & Banking   Supply Chain   **Ship Lane**   Compliance   EDI   Contact   Documents

Select all   Clear all filters   Create New Ship Lane   Remove Reference   Populate all DC's

* Address	* Warehouse	Freight Term	Minimum Dollars	Minimum Unit	Minimum Unit Multiple	Le
No existing records						

## Description

Error message: “Reference Supplier to ShipLane is mandatory for \*\*\*\*\*”

Cause: No Ship Lanes are added.

## Tips

On the ‘**Ship Lane**’ tab add a Ship Lane.

Refer On Boarding Training Document on how to add a Ship Lane

# Submit Errors

## Ship Lane Address

Name	*Line 1	Woonsocket
1 CVS DR, WOONSOCKET, 01	1 CVS DR	WOONSOCKET

Add Existing Address

Reference Type: Ship From Address

Reference Target: 1 cvs

- 1 CVS DR, WOONSOCKET, 01 (Address-10114101)
- 1 CVS DRIVE, WOONSOCKET, RI, WOONSOCKET, RI (Address-13331355)
- 1 CVS DRIVE, Woonsocket, RI (Address-1593799)

## Description

**Error message:** “Ship lane address is not present in ship from address”

**Cause:** There are multiple address IDs in the system with the same address and their IDs don't match between 'Ship From Address' and 'Ship Lane'

## Tips

On the **'Address'** tab –

1. Select and Remove the address line in 'Ship From Address'
2. When adding an existing address, note the ID against the address (in this example - 10114101)
  - Click Save

On the **'Ship Lane'** tab –

3. Select and Remove the Ship Lane references
4. When creating a new ship lane, ensure to pick the address with the same ID (in this example - 10114101)
  - Click Save

*Address	*Warehouse	Freight Term	Minimum Dollars
1 CVS DR, WOONSOCKET, 01	Bessemer, AL	Prepaid	

*Address	*Warehouse	Freight
1 cvs		Prepaid

- 1 CVS DR, WOONSOCKET, 01 (Address-10114101)
- 1 CVS DRIVE, WOONSOCKET, RI, WOONSOCKET, RI (Addr...
- 1 CVS DRIVE, Woonsocket, RI (Address-1593799)

# Submit Errors

## Document Upload Error

▼ Required Documents **1**

Required Documents	Certificate Of Insurance
	W-8 Or W-9
	Company Letter Head

▼ Documents **2**

Additional Documents	+
Bank Letter Confirming Number	+
Certificate Of Insurance	+
Company Letter Head	+
Evidence Of FCPA Compliance	+

Add Asset reference

## Description

Error: "Document xxx is mandatory"

Cause: A required document is not uploaded

## Tips

Solution:

1. Review all documents listed under 'Required Documents'.
2. Upload a document under the correct document type.

Error

Failed to upload: An internal error occurred.

## Description

Error: "Failed to upload: An internal error occurred"

Cause: There could be a space before the file extension

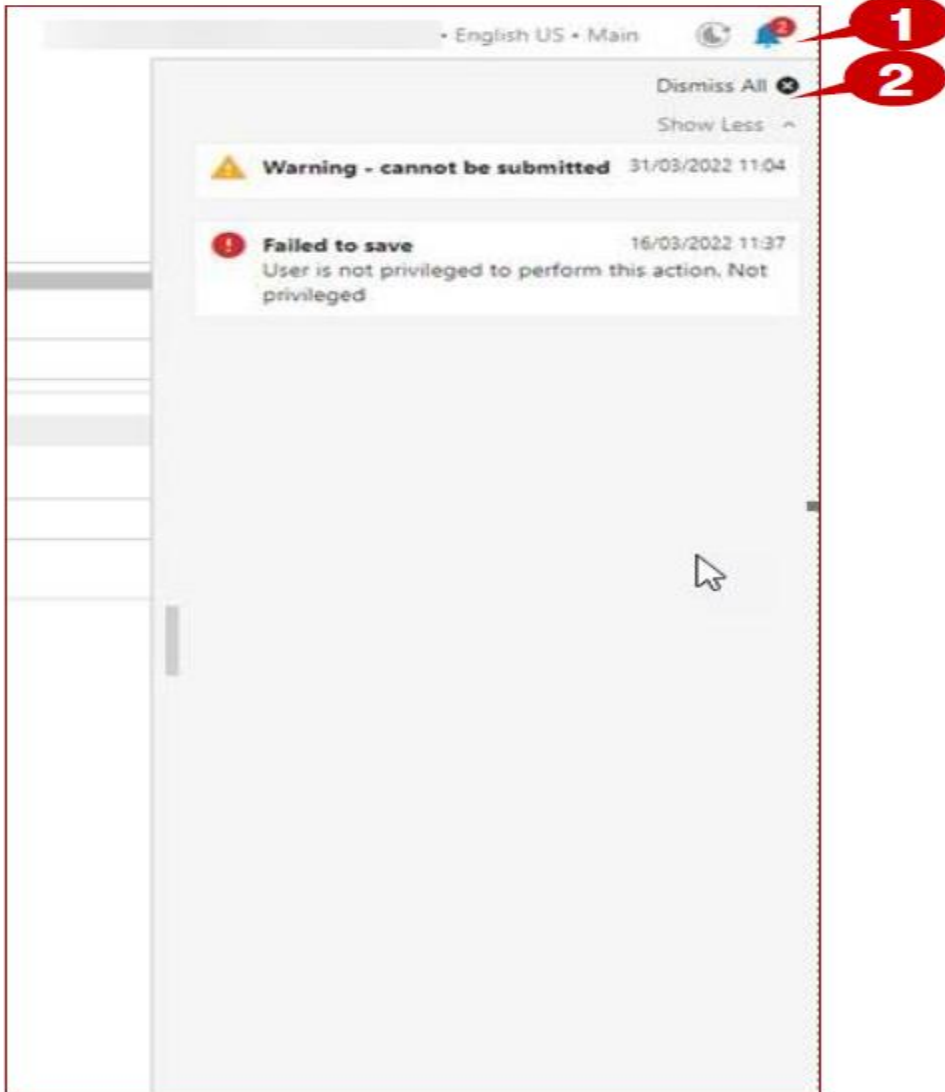
For e.g.: 'Document .doc'

## Tips

Solution: Rename the document by removing the space and re-upload it

# Submit Errors

## Dismissing Errors



## Description / Steps

*If the system does not allow you to submit despite clearing tab specific blurbs and addressing errors –*

- *Click on the Bell icon*
- *Click on 'Dismiss All'*

*Proceed to click 'Save' and 'Submit'*

# Contacts

Questions related to	Contact
General Stibo inquiries	<a href="mailto:MDM_Stibo@cvshealth.com">MDM_Stibo@cvshealth.com</a>
Payment Terms updates	CVS Merchandising Partner or <a href="mailto:APControl@CVSHealth.com">APControl@CVSHealth.com</a>
Accounts Payable	<a href="mailto:CVSAPTEAM@cvshealth.com">CVSAPTEAM@cvshealth.com</a>
Item Set up	<a href="mailto:IC_DSDTeam@cvshealth.com">IC_DSDTeam@cvshealth.com</a>