New Supplier: Self On-Boarding



New Supplier: Self On-Boarding





New Supplier Email - Username

New Supplier Email

From: CVSHealth@cloudmail.stibo.com <CVSHealth@cloudmail.stibo.com>

Subject: [EXTERNAL] CVS Health - Supplier registration credentials

**** External Email - Use Caution ****

Hi John Smith,

We have created a new user in our Stibo system. Below are the details

Username: JSMITH

Note: We recommend that you change your password after your first login.

URL Details: https://cvs-test.scloud.stibo.com/webui/WEBUI CVSSupplierPortal

Thanks,

CVS Team

***Important: This is a system-generated notification. Please do not reply this email.

Description / Steps

 When an invitation to a new supplier has been finalized and the user has been created, an email will be sent to the new supplier with the Username and URL details

Tips

A separate email is sent containing the user's temporary password and token for one-time verification



New Supplier Email - Password and Verification Token

New Supplier Email

From: CVSHealth@cloudmail.stibo.com < CVSHealth@cloudmail.stibo.com>

Subject: [EXTERNAL] CVS Health - Supplier verification token

**** External Email - Use Caution ****

Hi John Smith,

We have created a new user in our Stibo system. Below are the password and verification token details

Password: cNiZrZaqVff

Verification Token: 726557555

Note: We recommend that you change your password after your first login.

URL Details: https://cvs-test.scloud.stibo.com/webui/WEBUI CVSSupplierPortal

Thanks,

CVS Team

***Important: This is a system-generated notification.Please do not reply this email.

Description / Steps

- When an invitation to a new supplier has been finalized and the user has been created, an email will be sent to the new supplier with the following:
- Temporary password
- Verification Token
- URL Details

Tips

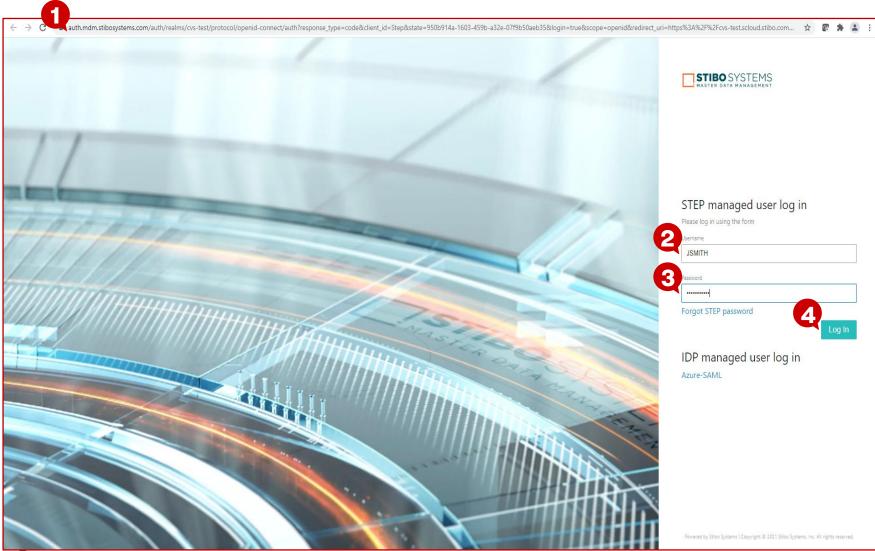
A separate email is sent containing the username

User should change the password after first login



User Login

User Login



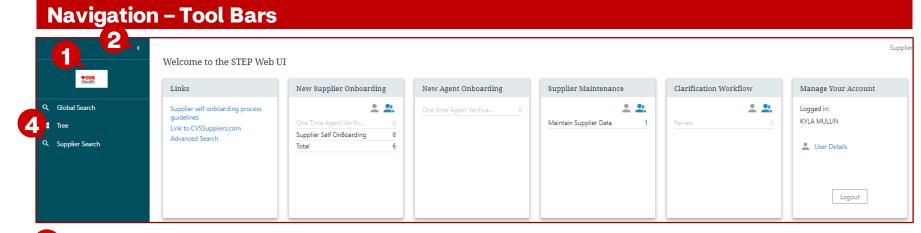
Description / Steps

- 1. Enter URL for Stibo
- 2. Enter Username from email
- 3. Enter temporary password from email
- 4. Click "Log In"

Tips



STIBO - Navigation Overview



Description / Steps

- 1. Click CVS logo to get to this homepage
- 2. Click the Arrow to collapse the menu for additional workspace
- 3. Click the 3 stacked lines to expand the menu back to size
- 4. Click the Supplier Search to search for a vendor

Tips





STIBO – Navigation Overview

Navigation - Workflow



Description / Steps

- 1. Self onboarding training documents
- 2. One Time verification first time sign in only
- 3. Self Onboarding to complete
- 4. Supplier Maintenance to complete
- 5. Clarification workflow

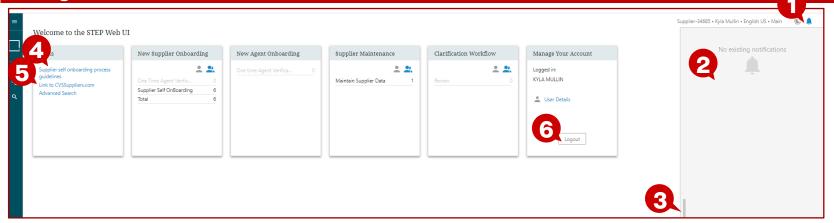
Tips

Each section will show the number of requests with outstanding tasks



STIBO – Navigation Overview

Navigation - Notifications



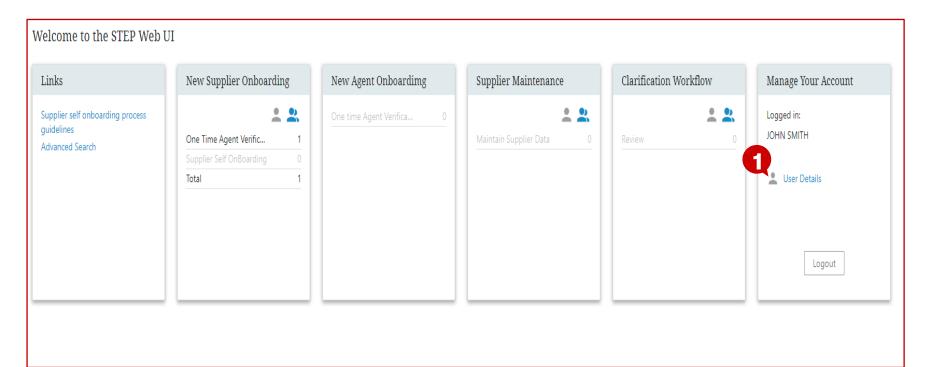
Description / Steps

- Notifications will be identified by a Red Bell
- 2. Click the bell to expand the notification box
 - Click the Bell again to collapse the notification box
- 3. Drag the bar to close the Notification box
- 4. Supplier training document link Available for download
- 5. Link to CVSSuppliers.com site short cut to the vendor set up section
- 6. Log out of Stibo



Password Change

Welcome to the STEP Web UI



Description / Steps

Upon login the user will be in the Stibo home screen

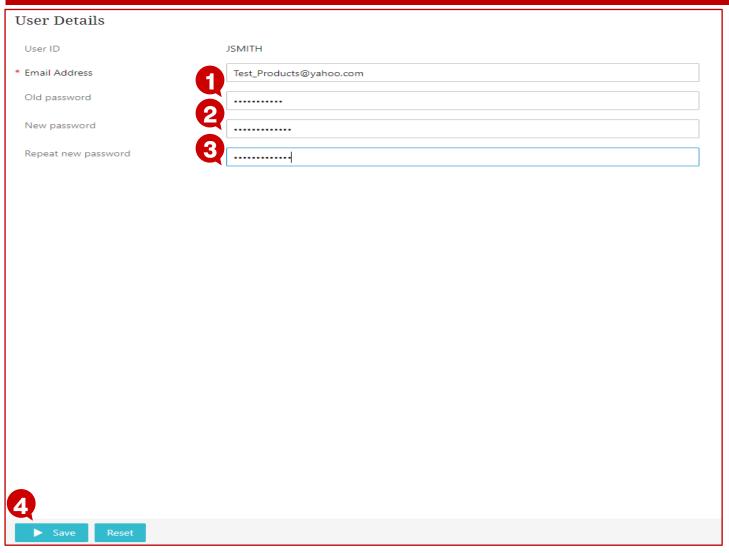
1. Click "User Details" within the Manage Your Account option

Tips



Password Change

User Details



Description / Steps

- 1. Enter temporary password from email
- 2. Enter new password of your choice
- 3. Reenter new password of your choice
- 4. Click "Save"

Tips

Password should follow strong password guidelines:

- A minimum of 8 characters
- Contain at least 1 Alpha Character
- Contain at least 1 Number
- Contain at least 1 special character



Password Change - Log out & Log in with new password

User Details



Description / Steps

After successfully changing your password – you will be prompted to log out and log back in with new password

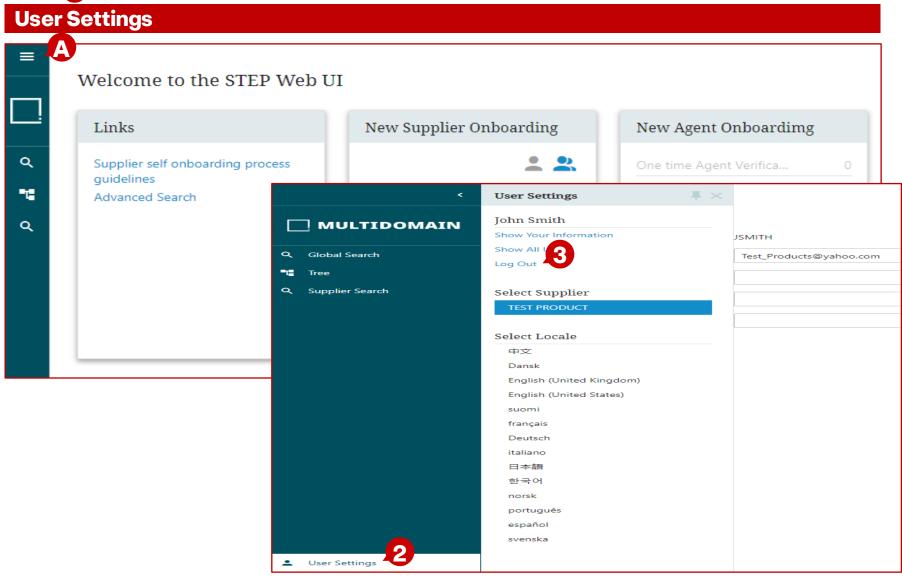
1. Close pop-up boxes

Tips

The next page will provide guidance to log out



Log Out



Description / Steps

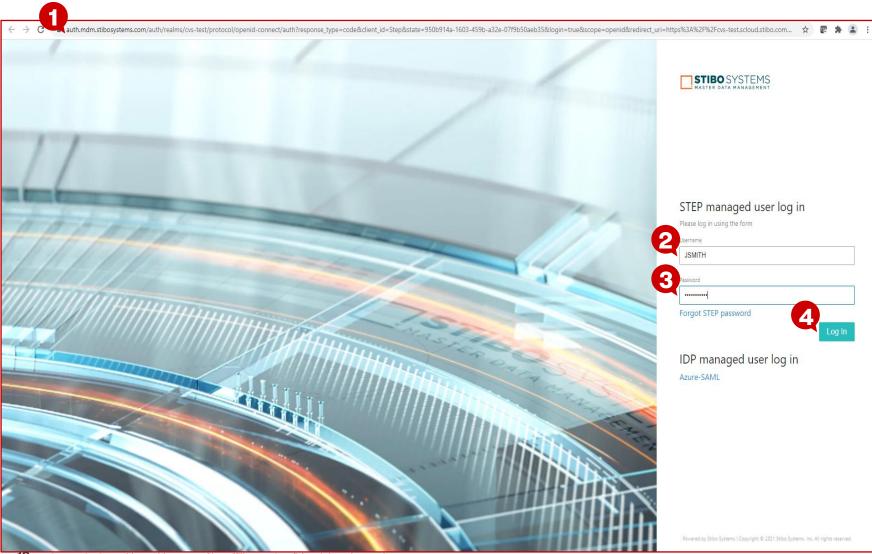
- 1. Ensure the navigation pane on the left is open.
 - A. If not open, click the "three lines" option to open
- 2. Click "User Settings"
- 3. Click "Log Out"

Tips



User Login

User Login



Description / Steps

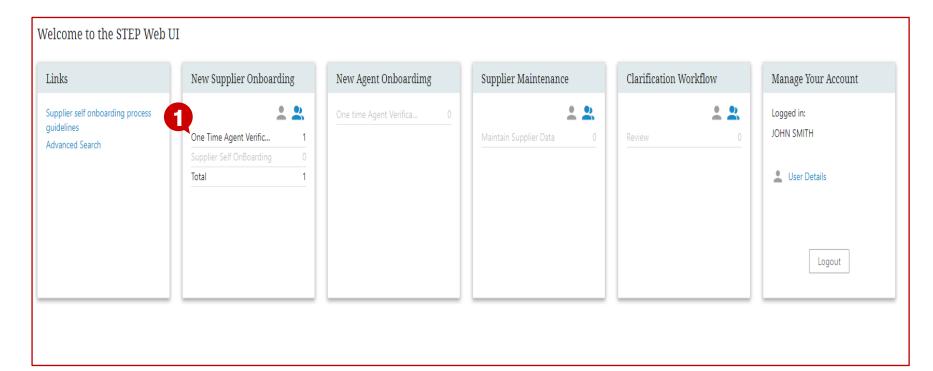
- 1. Enter URL for Stibo
- 2. Enter Username from email
- 3. Enter new password recently set
- 4. Click "Log In"

Tips



One Time Agent Verification

Welcome to the STEP Web UI



Description / Steps

Upon login the user will be in the Stibo home screen

 Click "One Time Agent Verification" within the New Supplier Onboarding option

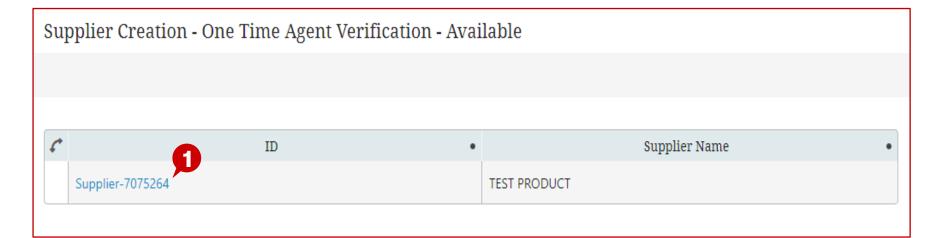
Tips

The next page will provide guidance to verify your access



One Time Agent Verification

Supplier Creation - One Time Agent Verification



Description / Steps

1. Click the "Supplier-######" hyperlink

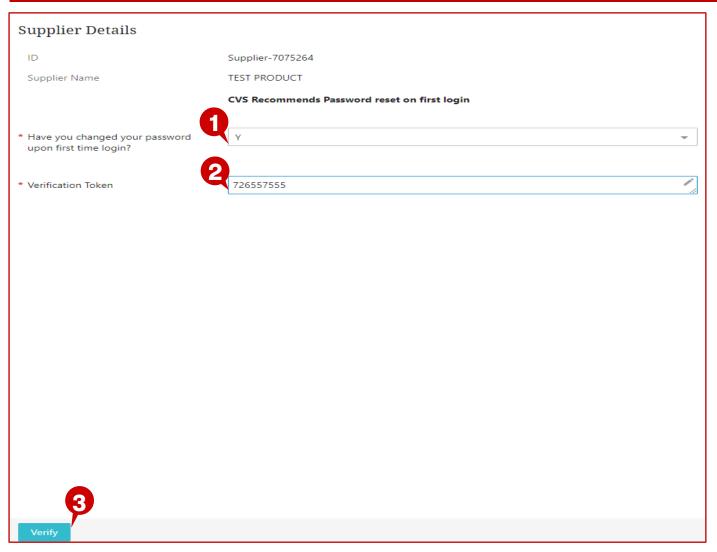
Tips

The next page will provide guidance to verify your access



One Time Agent Verification

Supplier Details



Description / Steps

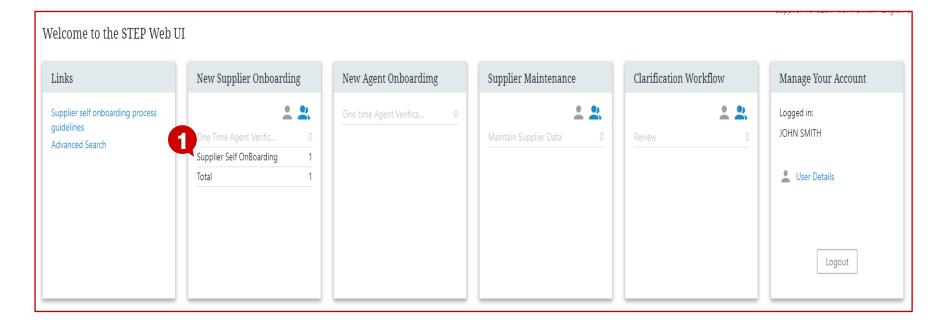
- 1. Select "Y" from the dropdown (password was changed)
- 2. Enter Verification Token from email
- 3. Click "Verify"

Tips

The next page will provide guidance to begin the Supplier Self Onboarding process



Welcome to the STEP Web UI



Description / Steps

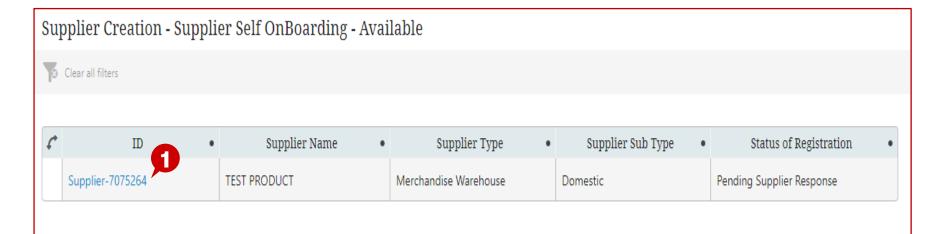
1. Click "Supplier Self Onboarding" within the New Supplier Onboarding option

Tips

The number next to the Supplier Self Onboarding option indicates that there is 1 task to perform



Supplier Creation - Supplier Self Onboarding



Description / Steps

1. Click the "Supplier-######" hyperlink

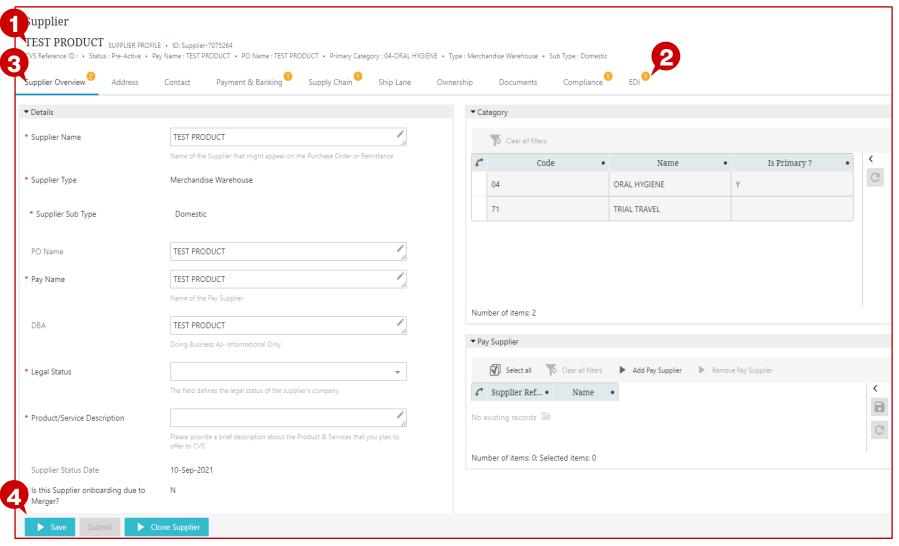
Tips

The next page will provide continued guidance to begin the Supplier Self Onboarding process



Supplier Self Onboarding - Navigation Tips

Supplier Overview



Description / Steps

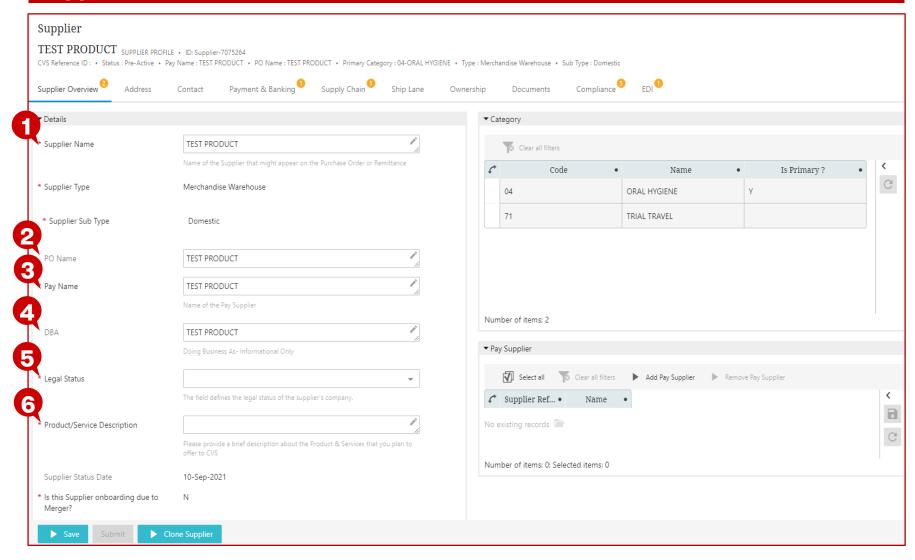
- Supplier Profile provides general information about the supplier
- 2. Blurbs these call-outs are guides and DO NOT indicate all mandatory entries to complete the Self Onboarding
- 3. Worksheets / Tabs System is designed to navigate to each worksheet / tab from left to right prior to submitting the registration
- **4. Save** provides the ability to save your progress as you go

Tips

The next page will provide continued guidance to begin the Supplier Self Onboarding process



Supplier Overview



Description / Steps

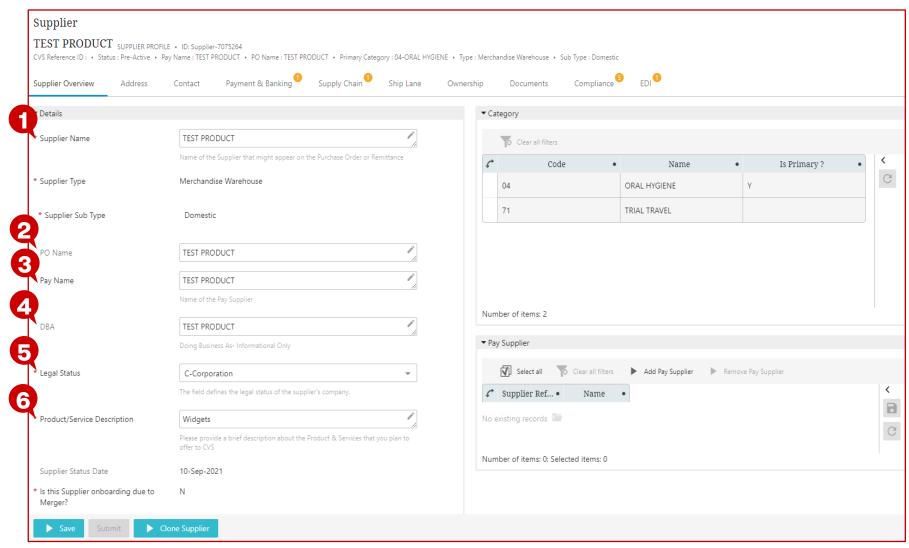
Required entries:

- 1. Supplier Name review / update
- 2. PO Name review / update
- 3. Pay Name review / update
- 4. DBA review / update
- 5. Legal Status select from dropdown
- **6. Product/Service Description** enter a brief description about the product you plan to offer

Tips

The next page will provide continued guidance to begin the Supplier Self Onboarding process

Supplier Overview - Complete



Description / Steps

Required entries - Completed:

- 1. Supplier Name review / update
- 2. PO Name review / update
- 3. Pay Name review / update
- **4. DBA** review / update
- 5. Legal Status select from dropdown
- 6. Product/Service Description enter a brief description about the product you plan to offer

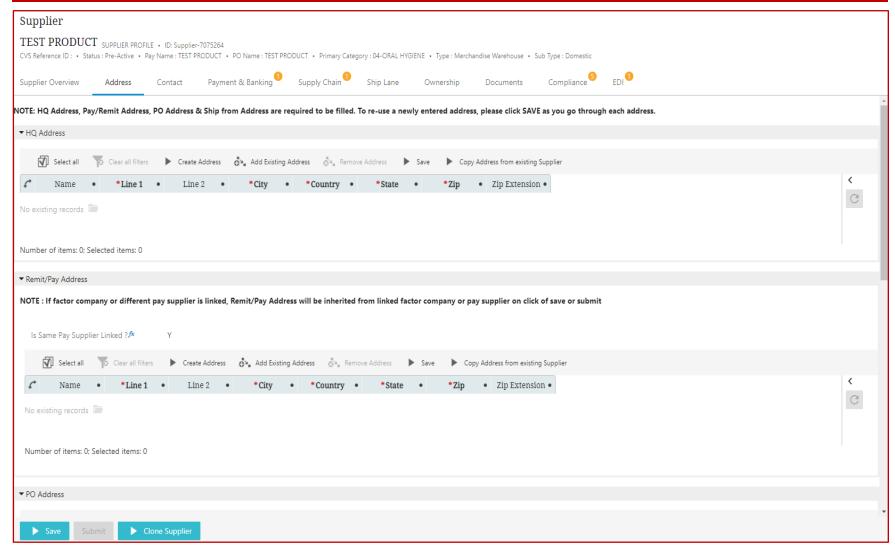
Tips

Click "Save" to save your progress before updating the next worksheet / tab

The next page will provide continued guidance to enter addresses



Address



Description / Steps

Required Addresses:

- 1. HQ (Headquarters)
- 2. Remit / Pay
- 3. PO Address
- 4. Ship From Address
- 5. W9 Address

Tips

Use the scroll bar on the right to move down the page to different address types

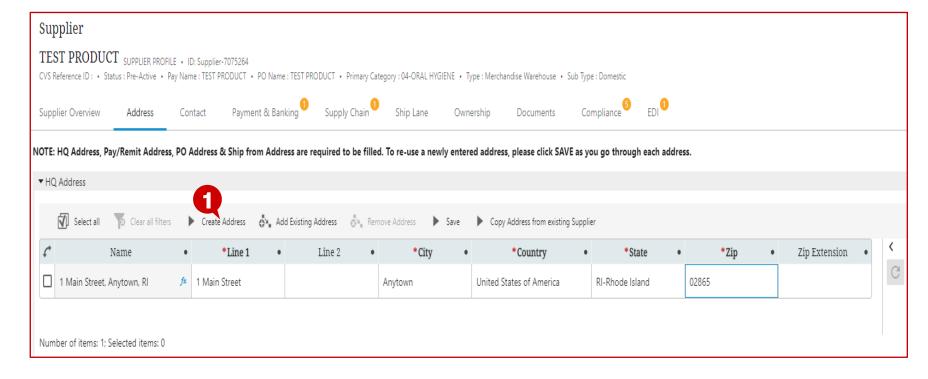
Use the triangle to the left of the address type to compress / expand the section

MCR address is optional



Supplier Self Onboarding – Create Address

Address



Description / Steps

- Click "Create Address"
- Enter street address in "Line 1"
- Enter City name in "City"
- Select "Country" from the dropdown
- Select "State" from the dropdown
- Enter zip code in "Zip"

Tips

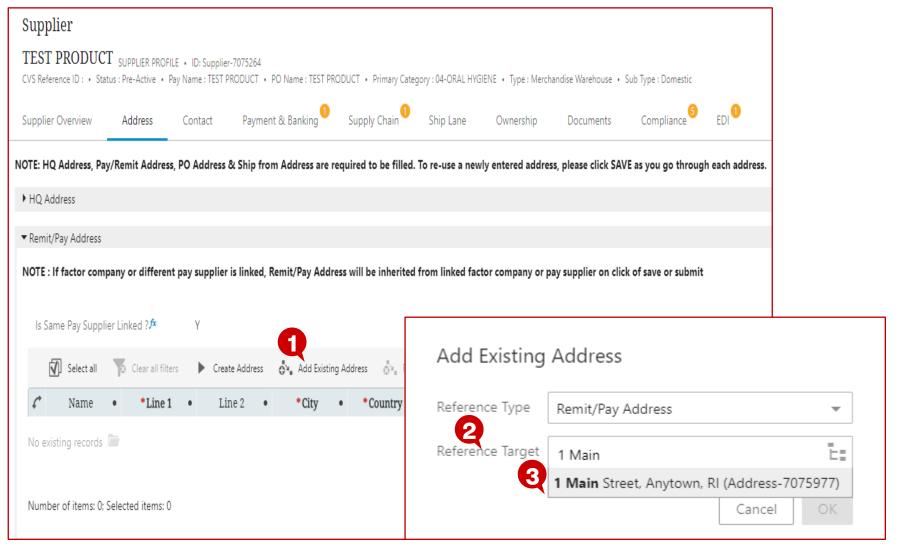
After entering information, the "Name" will populate

Click "Save" in order to use the address for other address types, if applicable



Supplier Self Onboarding – Add Existing Address

Address



Description / Steps

- If the address that was previously created applies to other address types and you have clicked "Save", click "Add Existing Address" (or follow the steps on the prior page to "Create Address")
- 2. Enter the address that was previously created by typing in the "Reference Target" field.
- Select the address and click "OK"

Tips

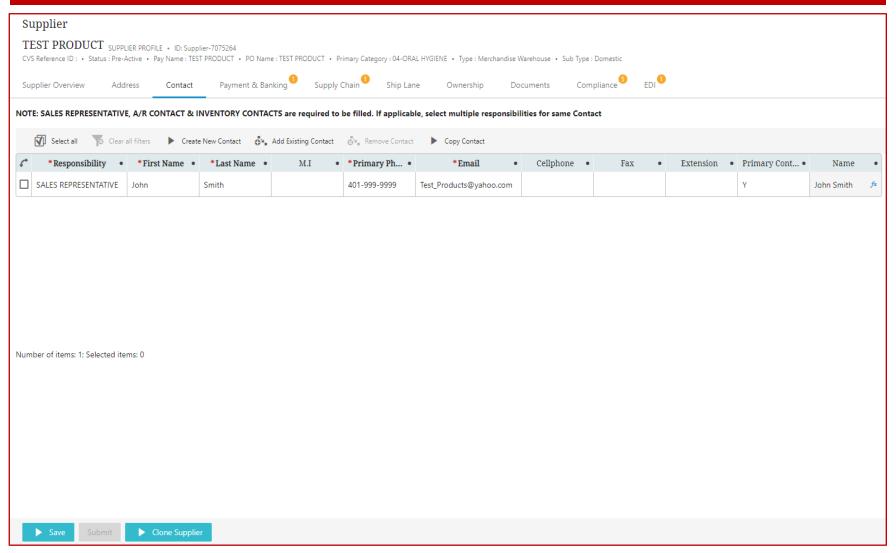
Continue creating / adding addresses for the remaining required address types

When complete, click "Save"

Guidance on completing the "Contact" tab begins on the next page



Contact



Description / Steps

Required Contacts (Responsibility):

- Sales Representative
- A/R Contact
- Inventory Contacts
- EDI Contact (if supplier is EDI Capable)

Tips

The Sales Representative contact is typically used when CVS invites a new supplier to self onboard, if it is not present, if must be added

The next page shows the steps to create new contact / add existing contact / Copy Contact



Supplier Self Onboarding - Create New Contact

Contact Supplier TEST PRODUCT SUPPLIER PROFILE . ID: Supplier-7075264 CVS Reference ID: • Status: Pre-Active • Pay Name: TEST PRODUCT • PO Name: TEST PRODUCT • Primary Category: 04-ORAL HYGIENE • Type: Merchandise Warehouse • Sub Type: Domestic Payment & Banking Supply Chain Ship Lane Ownership Documents Compliance EDI NOTE: SALES REPRESENTATIVE, A/R CO - & INVENTORY CONTACTS are required to be filled. If applicable, select multiple responsibilities for same Contact Select all 📆 Clear all filters 🕨 Create New Contact 🖧 Add Existing Contact 💍 Remove Contact 🕨 Copy Contact *Responsibility • *First Name • *Last Name • *Email Cellphone Fax • Extension • Primary Cont... • Name ☐ SALES REPRESENTATIVE John 401-999-9999 Test Products@yahoo.com John Smith Value editor - 1 item selected Number of items: 2: Selected items: 0 Value editor - 1 item selected A/R CONTACT A/R CONTACT Add value Cancel Save Clone Supplie

Description / Steps

- 1. Click "Create New Contact"
- 2. Double-click in the "Responsibility" field and select the type of contact
- 3. Click "Save"
- Enter required fields:
 - · First Name.
 - · Last Name.
 - Primary Phone Number
 - Email

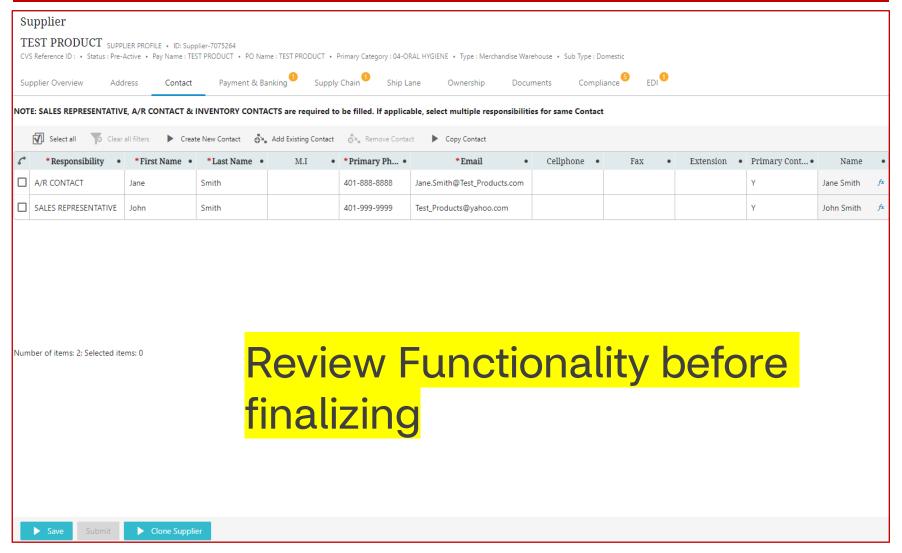
Tips

The next page shows the steps to "Add Existing Contact"



Supplier Self Onboarding – Add Existing Contact

Contact



Description / Steps

- 1. Click "Add Existing Contact"
- 2. Double-click in the "Responsibility" field and select the type of contact
- 3. Click "Save"

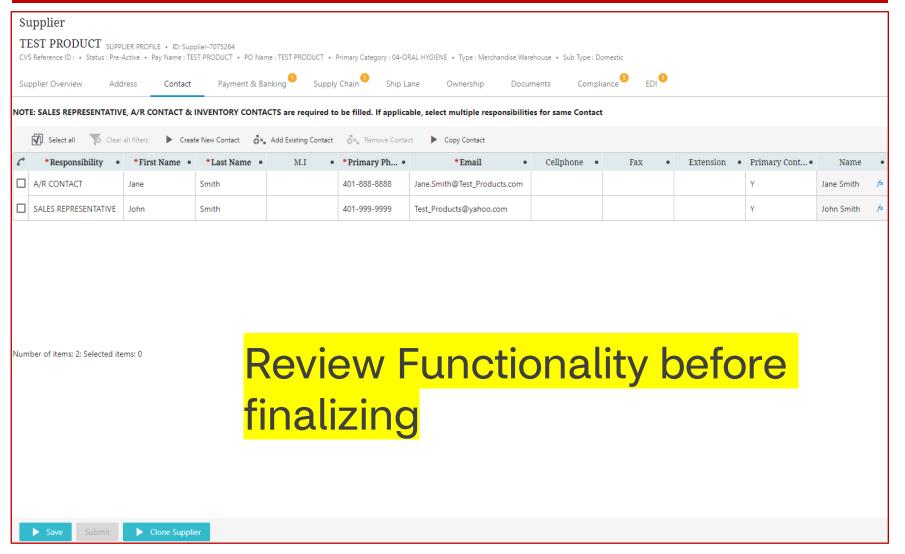
Tips

The next page shows the steps to "Copy Contact"



Supplier Self Onboarding - Copy Contact

Contact



Description / Steps

- 1. Click "Copy Contact"
- 2. Double-click in the "Responsibility" field and select the type of contact
- 3. Click "Save"

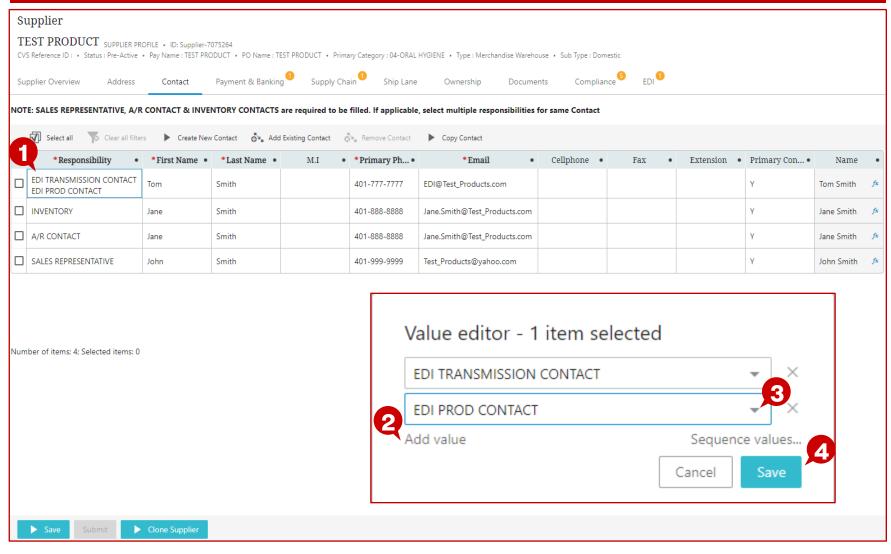
Tips

The next page shows the steps to add multiple responsibilities for the same contact



Supplier Self Onboarding – Add multiple responsibilities

Contact



Description / Steps

There exists the ability to add multiple responsibilities to the same contact

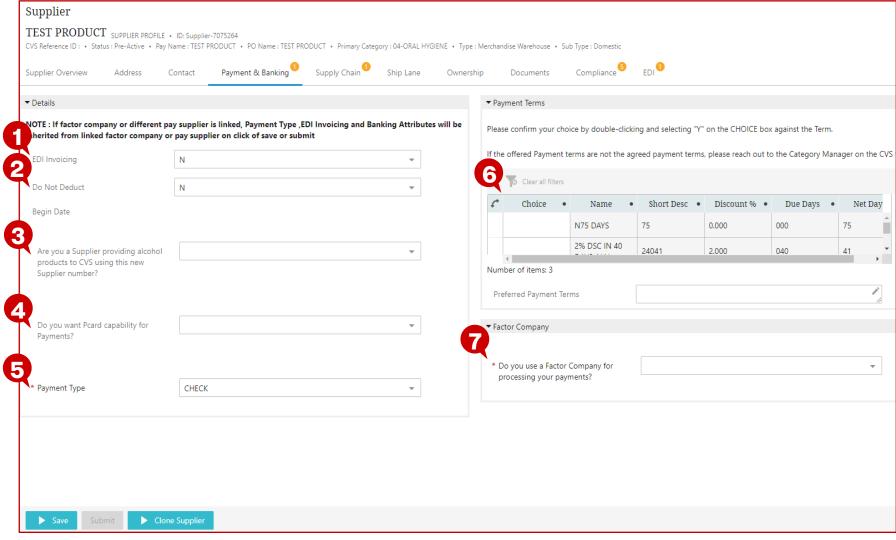
- 1. Double-click the "Responsibility" of the contact to add
- 2. Click "Add Value"
- 3. Select value from the dropdown
- 4. Click "Save"

Tips

The next page shows the steps to complete the "Payment & Banking" worksheet



Payment & Banking



Description / Steps

Required entries:

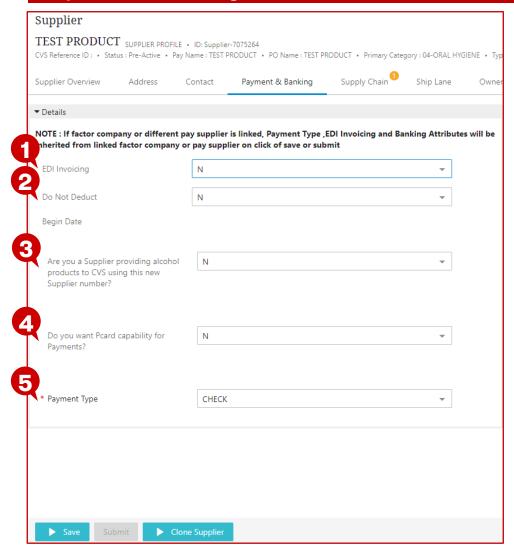
- 1. **EDI Invoicing** review / update
- 2. Do Not Deduct review / update
- 3. Alcohol Supplier update
- 4. PCard Capability update
- **5.** Payment Type review / update
- 6. Payment Terms select one
- 7. Factor Company update

Tips

The next page provides guidance to complete the "Details" section of the "Payment & Banking" worksheet.



Payment & Banking - Details



Description / Steps

Required entries:

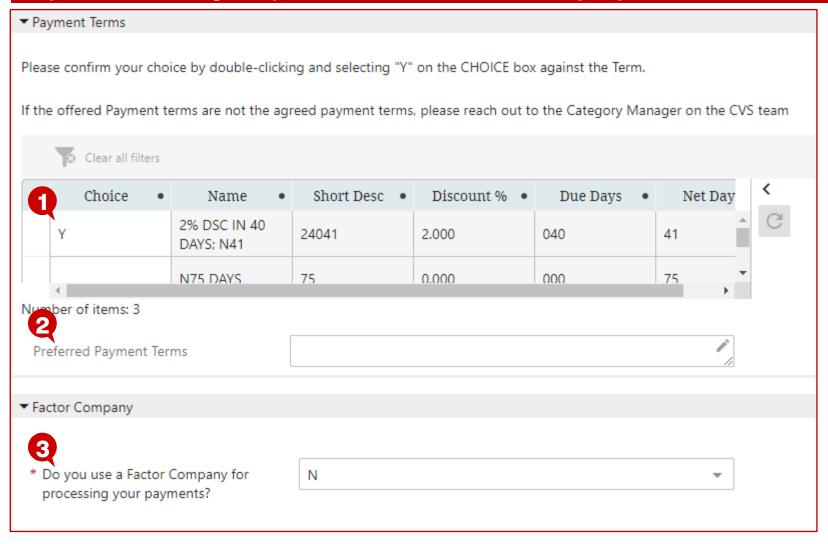
- **1. EDI Invoicing** indicate if supplier can send invoices via EDI
- **2. Do Not Deduct** leave the value provided unless Category Management has authorized
- 3. Alcohol Supplier update
- 4. PCard Capability update
- **5. Payment Type** review / update if payment type is changed to ACH, banking information and affirmation is required

Tips

The next page provides guidance to complete the "Payment Terms" and "Factor Company" sections



Payment & Banking - Payment Terms and Factor Company



Description / Steps

Required entries:

- 1. Payment Terms double-click in the "Choice" field of the payment terms that the supplier accepts and select "Y". Please enter the choice ONLY if the Supplier accepts the offered Payment term
- 2. Preferred Payment Terms (Not Required) If a Supplier would like to request alternate payment terms, supplier may enter a comment requesting alternate payment terms for CVS Health to consider.
- **3. Factor Company** change to "Y" if the supplier uses a Factor Company to process payments. You will be prompted to select the appropriate Factor company

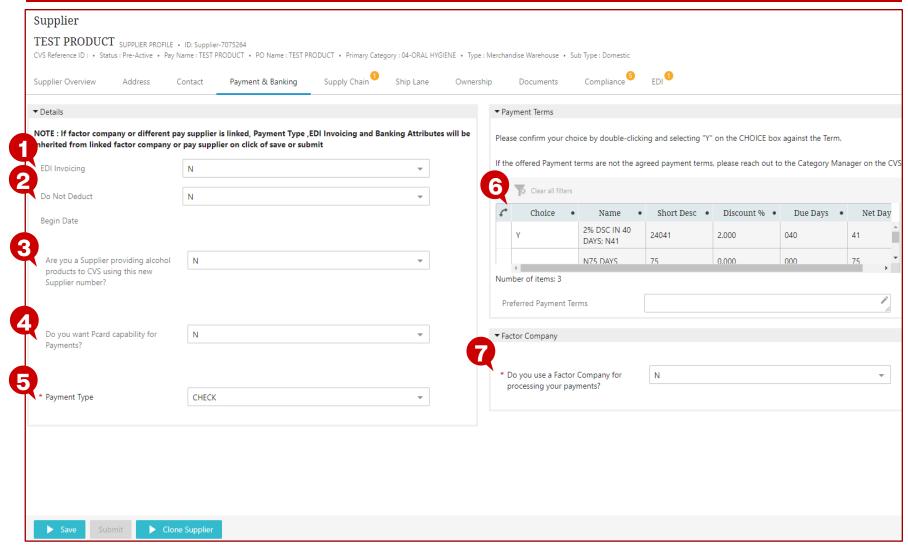
Tips

The next shows the completed "Payment & Banking" worksheet



Supplier Self Onboarding - Payment & Banking Completed

Payment & Banking - Complete



Description / Steps

Completed Required entries:

- 1. EDI Invoicing
- 2. Do Not Deduct
- 3. Alcohol Supplier
- 4. PCard Capability
- 5. Payment Type
- 6. Payment Terms
- 7. Factor Company

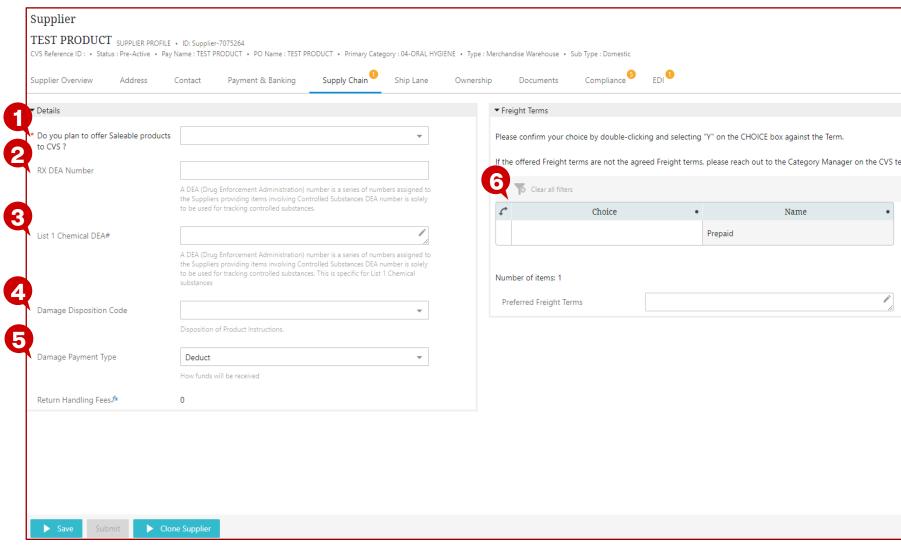
Tips

Click "Save" to save progress

The next page provides guidance to complete the "Supply Chain" worksheet



Supply Chain



Description / Steps

Required entries:

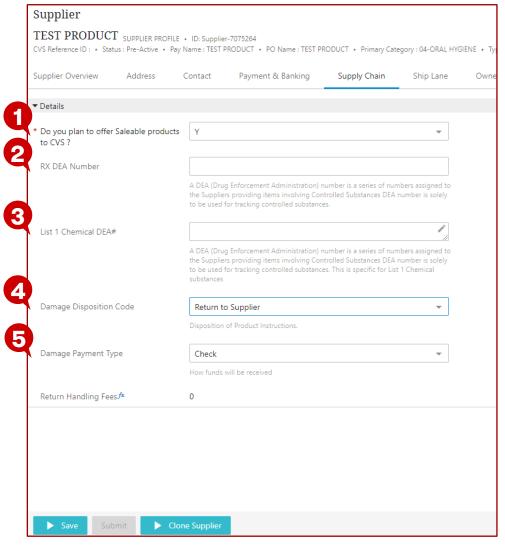
- 1. Saleable Products select Y or N
- 2. Rx DEA Number (if applicable)
- 3. List 1 Chemical DEA # (if applicable)
- 4. Damage Disposition Code options based on the Damage Payment Type selected
- 5. Damage Payment Type select from options
- 6. Freight Terms enter "Choice" of Y or leave blank and complete the "Preferred Freight Terms"

Tips

The next page provides guidance to complete the "Details" section of the "Supply Chain" worksheet



Supply Chain - Details



Description / Steps

Completed required entries:

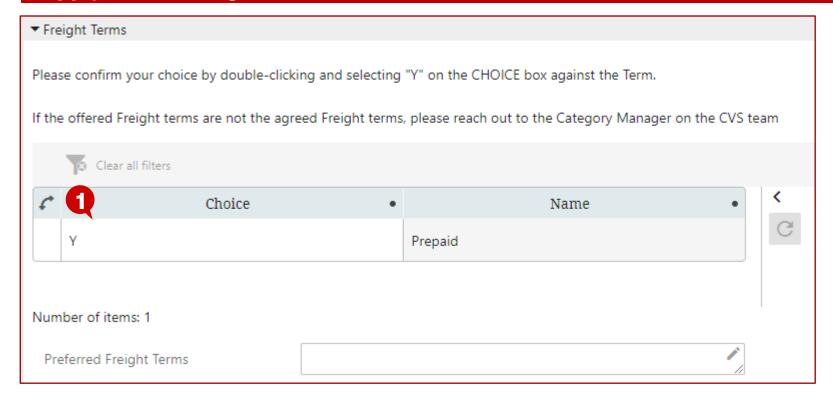
- 1. Saleable Products select Y or N
- 2. Rx DEA Number (if applicable)
- 3. List 1 Chemical DEA # (if applicable)
- **4. Damage Disposition Code** options based on the Damage Payment Type selected
- **5. Damage Payment Type** select from options

Tips

The next page provides guidance to complete the "Freight Terms" section of the "Supply Chain" worksheet



Supply Chain - Freight Terms



Description / Steps

Completed required entries:

- 1. Freight Terms double-click in the "Choice" box and enter your choice of Y or enter "Preferred Freight Terms". Please enter a choice only if Supplier accepts the offered Freight term.
- 2. Preferred Freight Terms (Not Required) If Supplier would like to request an alternate freight term, supplier may enter a comment requesting alternate freight terms for CVS Health to consider

Tips

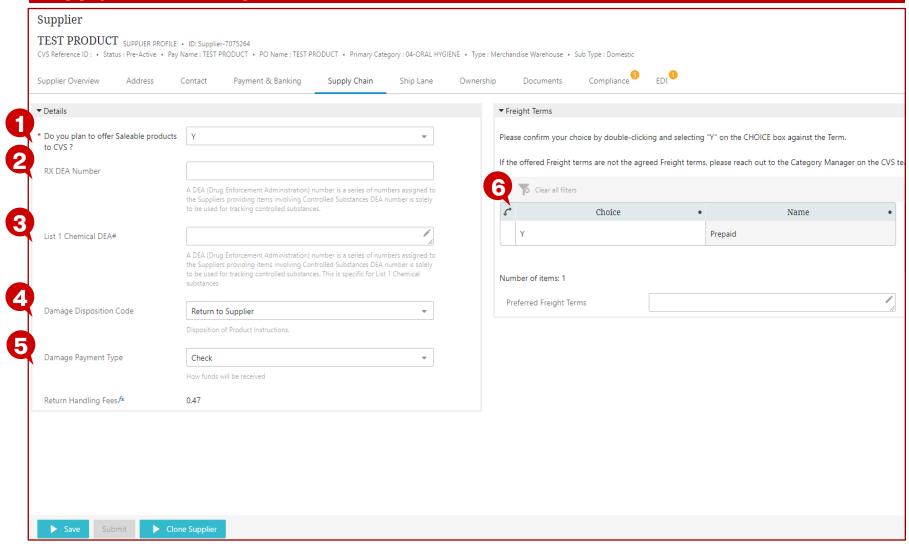
If only one Freight Term is presented a selection of Y or N is not required

The next page shows the completed "Supply Chain" worksheet



Supplier Self Onboarding - Supply Chain Completed

Supply Chain - Complete



Description / Steps

Completed required entries:

- 1. Saleable Products
- 2. Rx DEA Number
- 3. List 1 Chemical DEA #
- 4. Damage Disposition Code
- 5. Damage Payment Type
- 6. Freight Terms

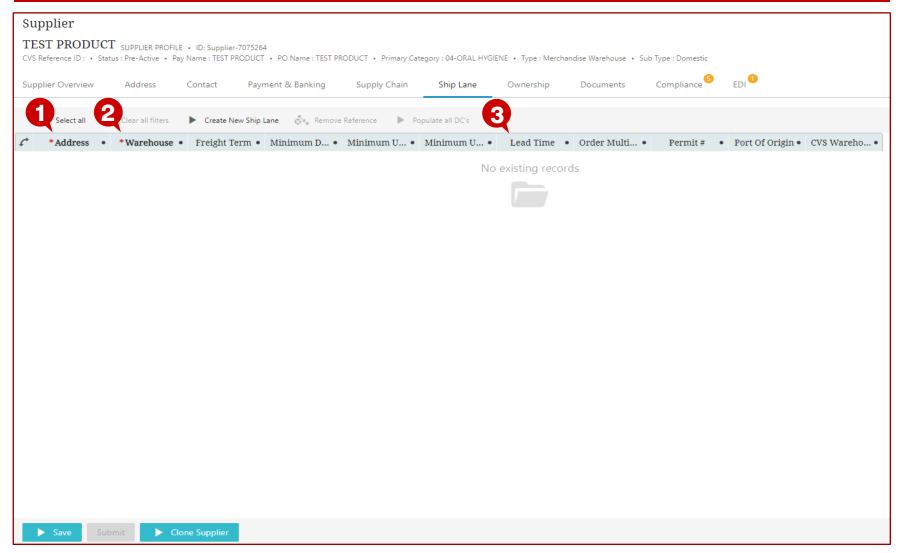
Tips

Click "Save" to save progress

The next page provides guidance to complete the "Ship Lane" worksheet



Ship Lane



Description / Steps

The "Ship Lane" worksheet allows the new supplier to indicate which CVS Warehouses will be shipped.

Required field entries:

- 1. Address (where the supplier ships from)
- 2. Warehouse (CVS Distribution center)
- 3. Lead Time (in calendar days)

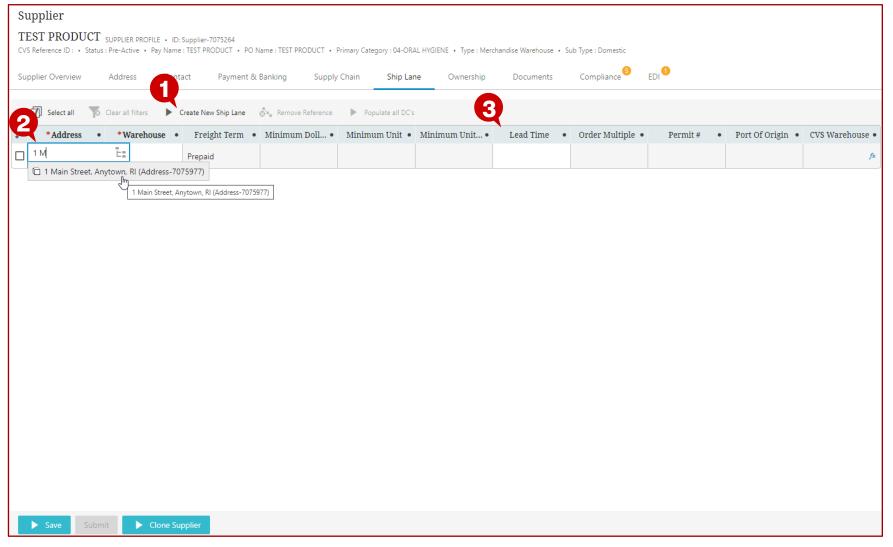
Tips

The next page provides continued guidance to complete the "Ship Lane" worksheet



Supplier Self Onboarding – Add Ship From Address

Ship Lane



Description / Steps

- 1. Click "Create New Ship Lane"
- 2. Double-click in "Address" field
 - If an address was previously saved when entering addresses, the user can begin typing the address and select it
- 3. Select Address that was found

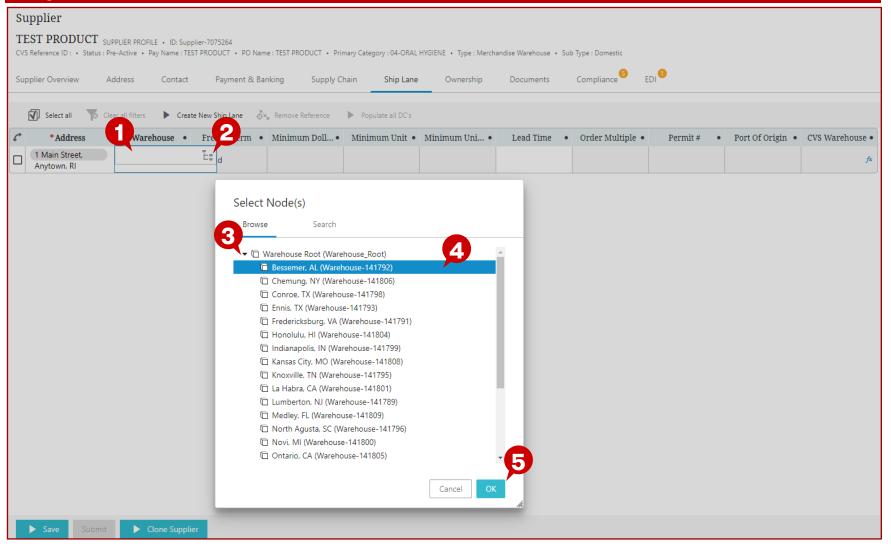
Tips

The next page provides guidance to add a "Warehouse" to complete the "Ship Lane" worksheet



Supplier Self Onboarding – Add Warehouse

Ship Lane



Description / Steps

- 1. Double-click in "Warehouse" field
- 2. Click the "tree" icon within the field
- 3. Expand "Warehouse Root"
- 4. Select a CVS distribution center
- 5. Click "OK" to add the location

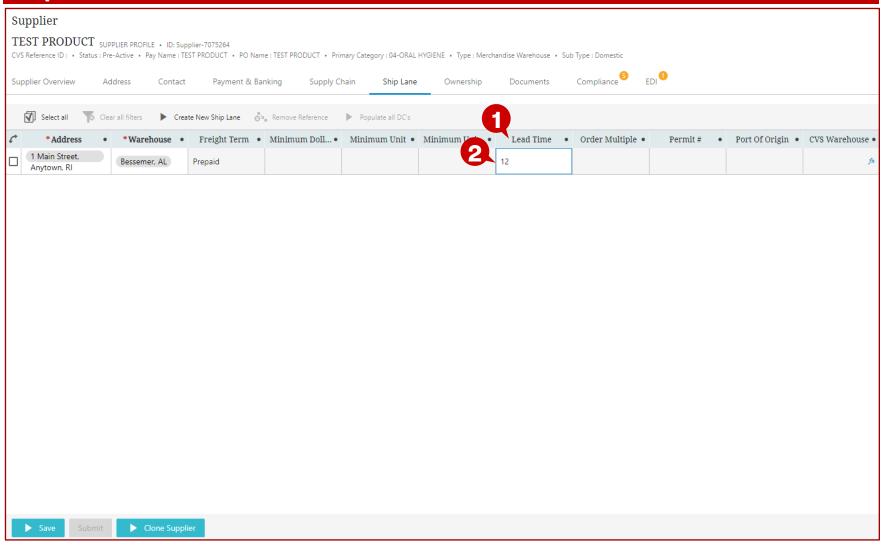
Tips

The next page provides guidance to add "Lead Time" to complete the "Ship Lane" worksheet



Supplier Self Onboarding - Add Lead Time

Ship Lane



Description / Steps

- 1. Double-click in "Lead Time" field
- 2. Type in the number of calendar days the supplier requires to have the product arrive at the CVS warehouse from the day that the purchase order is received

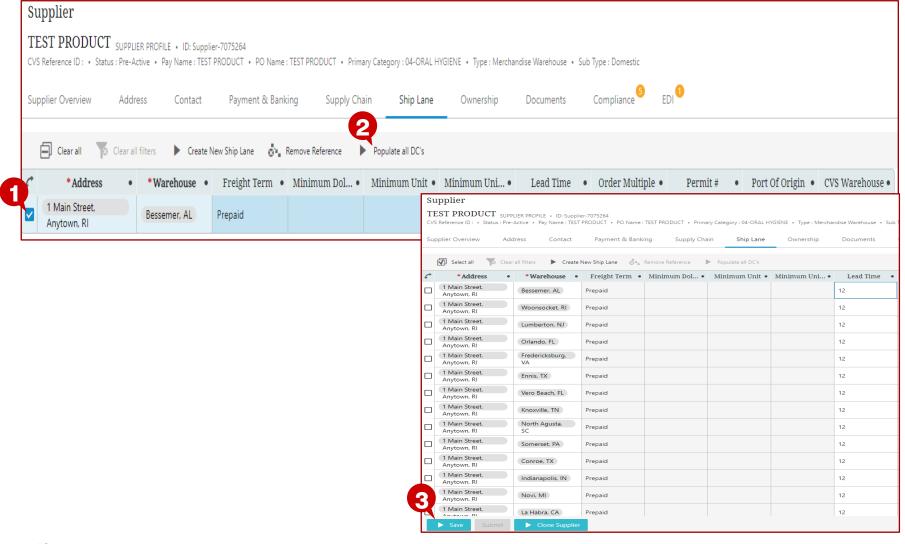
Tips

If the supplier will be shipping to more than one warehouse, the next page will show how to add multiple warehouses



Supplier Self Onboarding - Add Additional Warehouses

Ship Lane



Description / Steps

- 1. Select the check box at the beginning of the record
- 2. Click "Populate all DC's"
- 3. All warehouses will be populated with the same information as entered for the first warehouse. Click "Save"
- If the ship from address or lead time is different by warehouse, enter the updated information for each warehouse

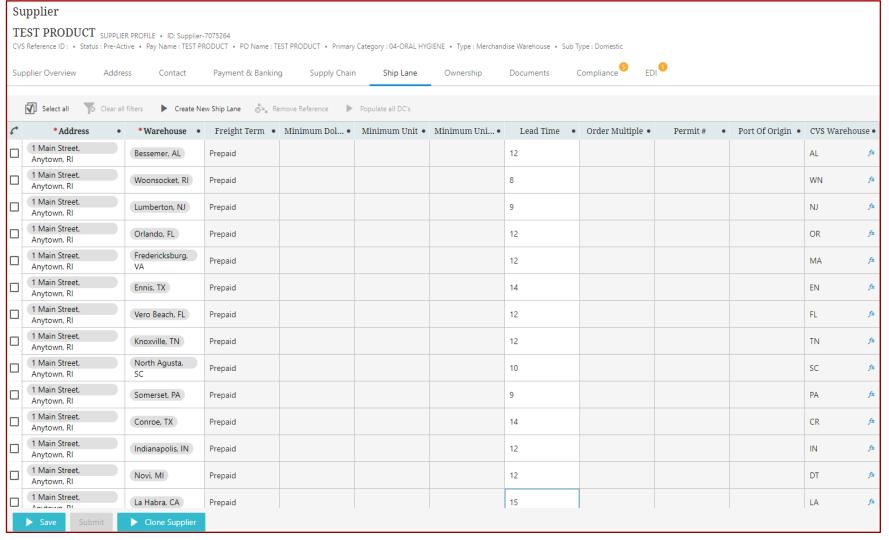
Tips

The next page shows a completed "Ship Lane" worksheet



Supplier Self Onboarding - Completed

Ship Lane



Description / Steps

Required entries completed for all warehouses

Tips

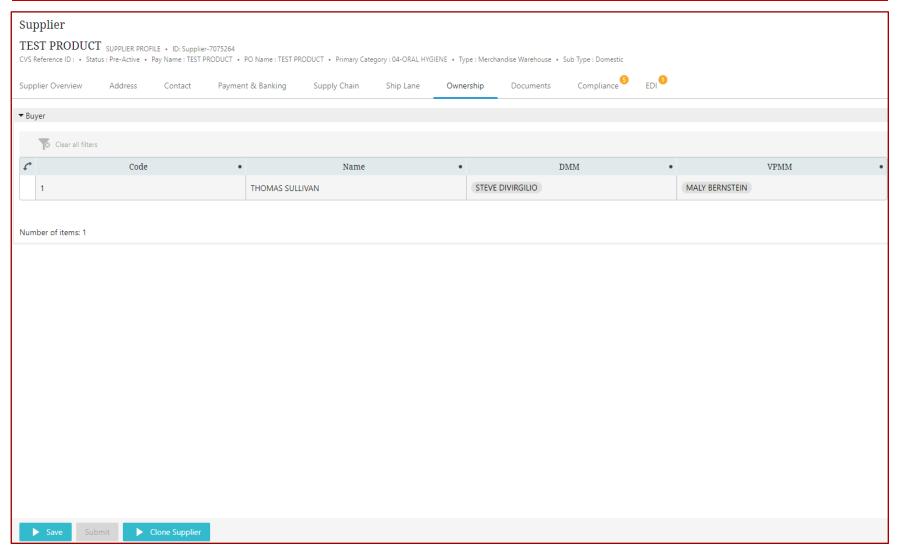
If you want to remove a record, select the check box at the beginning of the record and click "Remove Reference"

Click "Save" when ready to move to next worksheet

The next page will provide guidance on the "Ownership" worksheet.



Ownership



Description / Steps

The "Ownership" worksheet is for reference only and will provide the names of the:

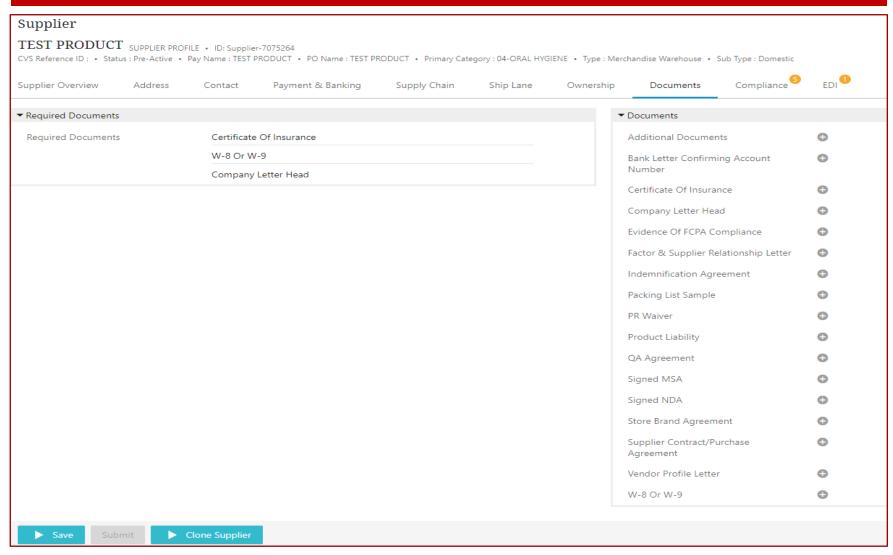
- Category Manager
- Divisional Merchandise Manager
- Vice President Merchandise Manager

Tips

The next page will provide guidance on the "Documents" worksheet.



Documents



Description / Steps

The "Documents" worksheet identifies required documents that must be uploaded to CVS to activate a new supplier.

The required documents are identified by Category Management and listed in the "Required Documents" section on the left

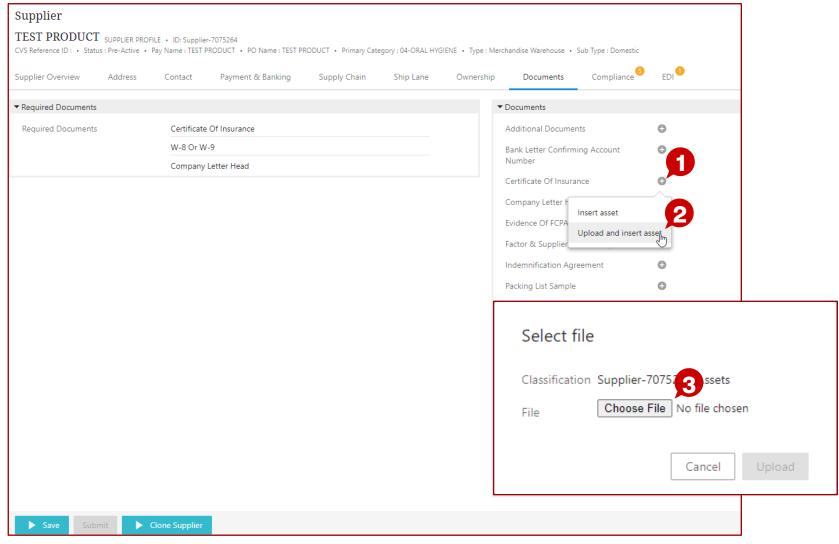
Tips

The next page will provide guidance on uploading required documents



Supplier Self Onboarding - upload required documents

Documents



Description / Steps

- 1. For each required document, one at a time, click the "plus" icon
- 2. Select "Upload and insert asset" option
- 3. Click the "Choose File" option

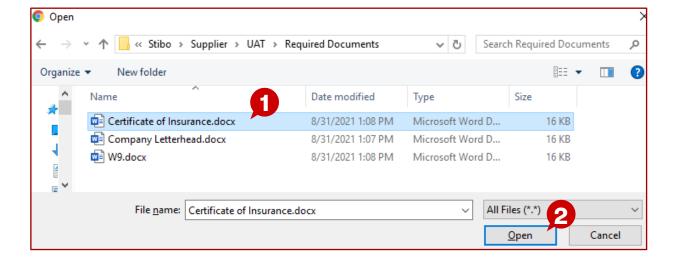
Tips

The next page will provide continued guidance on uploading required documents



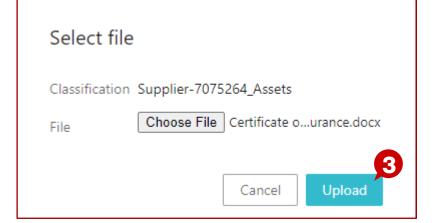
Supplier Self Onboarding - upload required documents

Documents



Description / Steps

- Browse for the document to upload and select it
- 2. Click the "Open" option
- 3. Click the "Upload" option

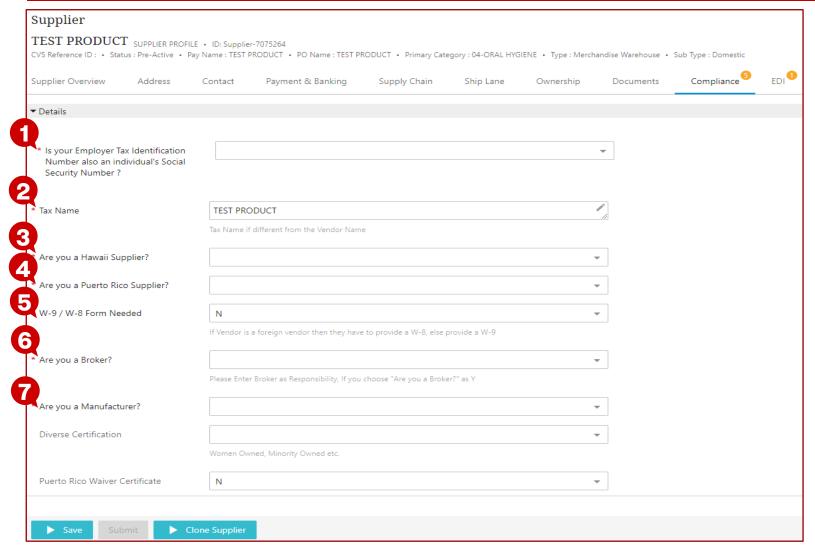


Tips

The next page will provide guidance on completing the "Compliance" worksheet



Compliance



Description / Steps

Required entries:

- 1. Tax ID # also Social Security # select Y or N
- 2. Tax Name review / update
- 3. Hawaii Supplier? select Y or N
- 4. Puerto Rico Supplier? select Y or N
- 5. W-9 / W-8 Form Needed review / update
- 6. Are you a Broker? select Y or N
- 7. Are you a Manufacturer select Y or N

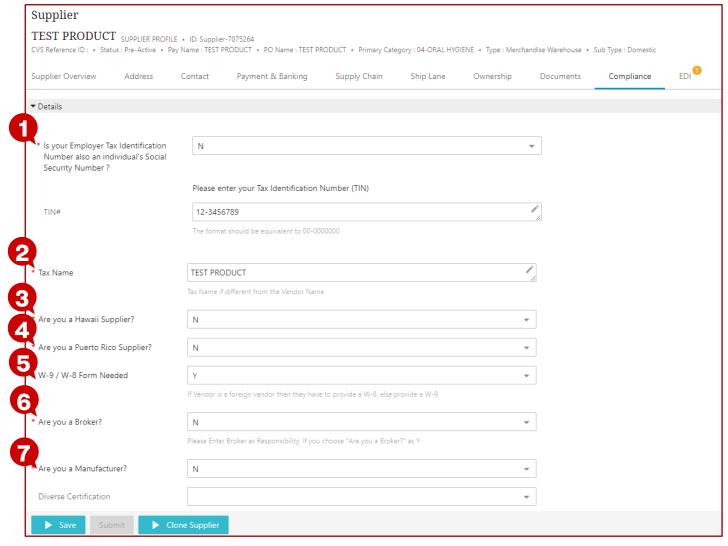
Tips

The next page will provide continued guidance on completing the "Compliance" worksheet



Supplier Self Onboarding - Completed

Compliance



Description / Steps

Completed required entries:

- 1. Tax ID # also Social Security # If "N" enter TIN#
- 2. Tax Name
- 3. Hawaii Supplier?
- 4. Puerto Rico Supplier?
- 5. W-9 / W-8 Form Needed
- **6.** Are you a Broker? if "Y" add Broker as a responsibility on the "Contact" worksheet
- 7. Are you a Manufacturer

Tips

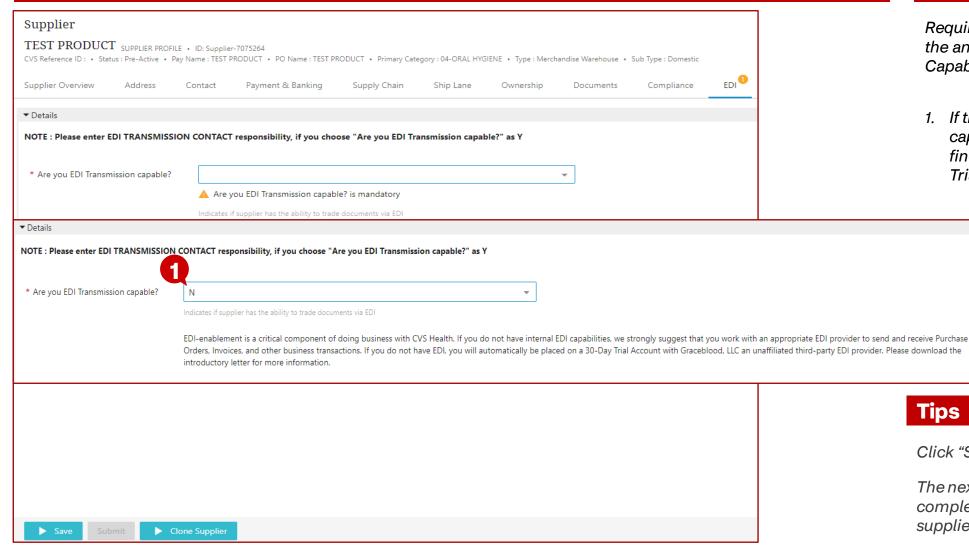
Click "Save"

The next page will provide guidance on completing the "EDI" worksheet



Supplier Self Onboarding - EDI Capable = "N"

EDI



Description / Steps

Required entries - conditional based on the answer to "Are you EDI Transmission Capable"?

1. If the supplier is not EDI Transmission capable, supplier will be directed to find an EDI provider or use a 30-Day Trial Account with Graceblood, LLC.

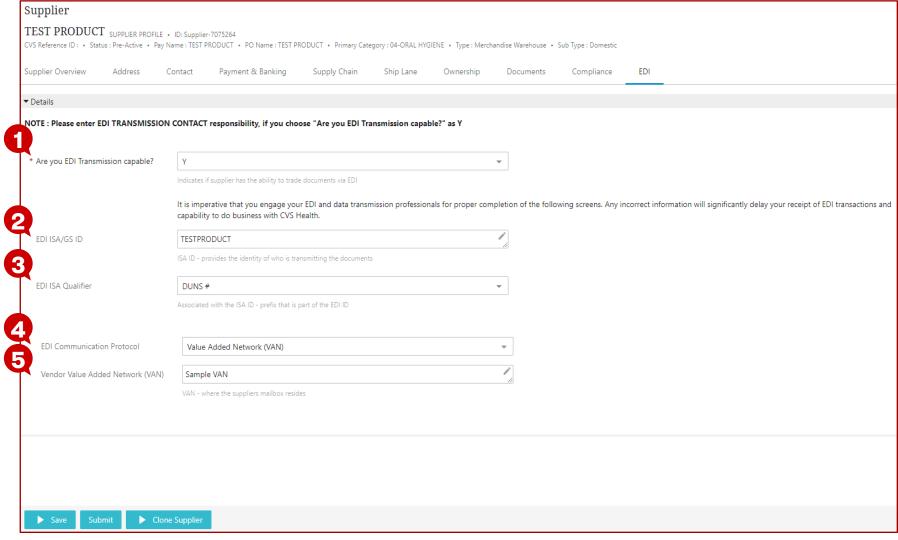
Click "Save"

The next page will provide guidance on completing the "EDI" worksheet for suppliers that are EDI Capable



Supplier Self Onboarding - EDI Capable = "Y" using a VAN

EDI



Description / Steps

Required entries – conditional based on the answer to "Are you EDI Transmission Capable"?

- If the supplier is EDI Transmission capable, additional information is required
- 2. EDI ISA/GS ID
- 3. EDI ISA Qualifier
- 4. EDI Communication Protocol
- 5. Vendor Value Added Network

Tips

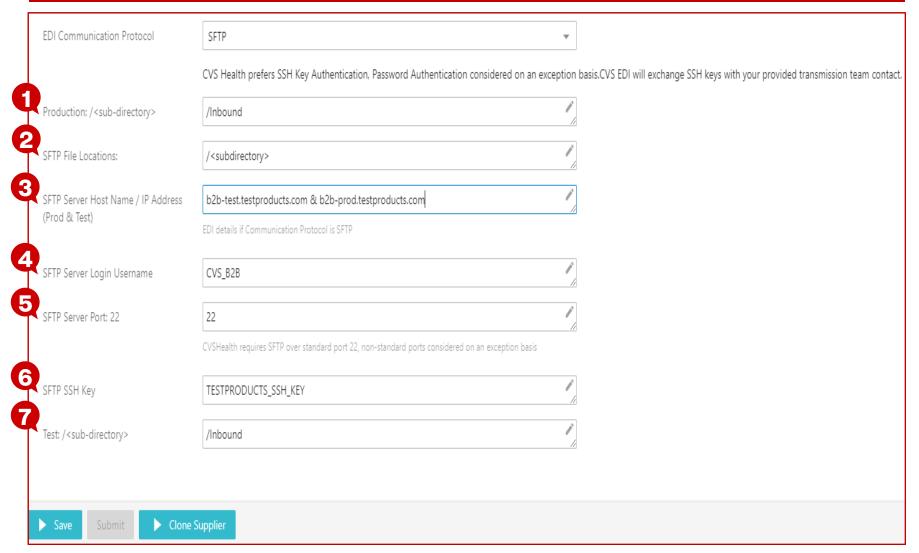
Click "Save"

The next page will provide guidance on completing the "EDI" worksheet for suppliers that use SFTP



Supplier Self Onboarding - EDI Capable = "Y" using SFTP

EDI



Description / Steps

If the supplier is using SFTP as the EDI Communication Protocol

- Production / <sub-directory>
- 2. SFTP File Locations
- 3. SFTP Server Host Name
- 4. SFTP Server Login Username
- 5. SFTP Server Port: 22
- 6. SFTP SSH Key
- 7. Test / <sub-directory>

Tips

Click "Save"

The next page will provide guidance on completing the "EDI" worksheet for suppliers that use AS2



Supplier Self Onboarding - EDI Capable = "Y" using AS2

EDI EDI Communication Protocol AS2 CVS Health EDI will exchange digital certificates and encryption information with your provided transmission team contact TEST AS2 Environment EDI AS2 environment AS2 Identifier TESTPRODUCT_B2B_TEST AS2 Identifier Prod TESTPRODUCT_B2B_PROD Max Retries 5 5 Max Retries Prod Retry Interval 300 Retry Interval Prod 300 URI /as2 URI Prod /as2 https://b2b-test.yourcompany.com:4080 URL and Port URL and Port Prod https://b2b-prod.yourcompany.com:4080 MDN Receipt EDI AS2 related attributes (Message Disposition Notification) CVS Health EDI requests Message Disposition Notifications (MDN) for data transmitted over AS2. MDN Receipt Prod

Description / Steps

If the supplier is using AS2 as the EDI Communication Protocol

- 1. AS2 Environment
- 2. AS2 Identifier
- 3. AS2 Identifier Prod
- 4. URL
- 5. URL Prod
- 6. URL and Port
- 7. URL and Port Prod

Tips

Click "Save"

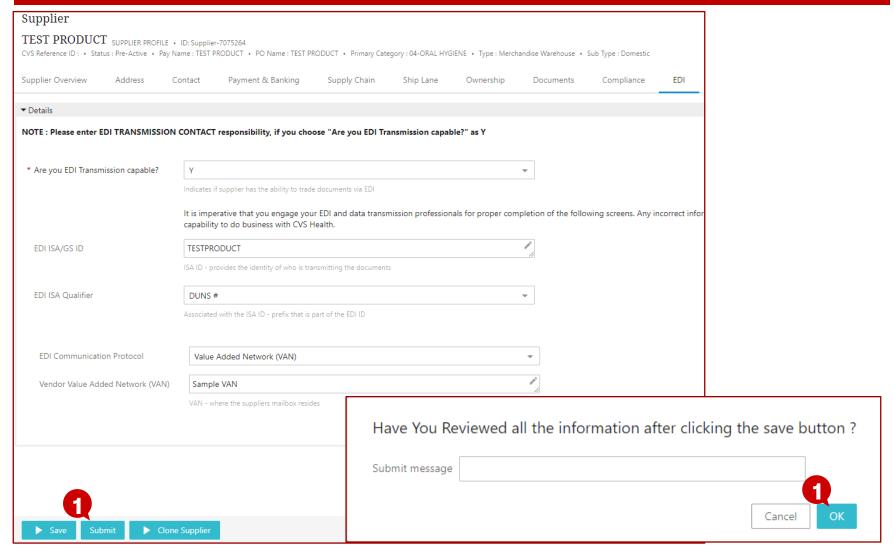
The next page will provide guidance to Submit information



Clone Supplier

Supplier Self Onboarding – "Submit"

SUBMIT



Description / Steps

When all required entries have been completed:

- 1. Click "Submit"
- 2. Click "OK"

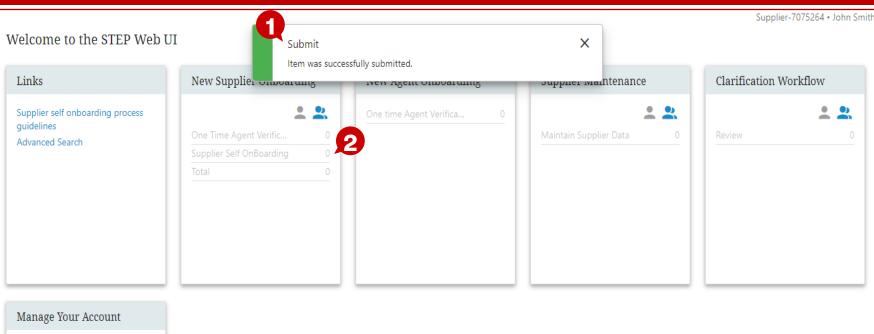
Tips

The next page will provide guidance on a successful submission



Supplier Self Onboarding - "Submit" Successful

SUBMIT



Description / Steps

When all required entries have been completed and the new supplier has successfully submitted the self onboarding note the following:

- . "Item was successfully submitted" message presented
- "Supplier Self Onboarding" has zero tasks to be performed

Tips

A workflow notification will be sent to the Category Manager to either:

- Approve the self onboarding information
- Review and indicate updates that are required before it can be approved



Logged in:

JOHN SMITH

User Details

Logout

Supplier Self Onboarding - Additional information needed

Comments

From: CVSHealth@cloudmail.stibo.com < CVSHealth@cloudmail.stibo.com >

Sent: Tuesday, September 14, 2021 5:15 PM

Subject: [EXTERNAL] CVS Health - Supplier registration updates needed

**** External Email - Use Caution ****

Hi John Smith,

One or more supplier attributes requires your attention. Please login using your Stibo credentials and update your information.

URL Details: https://cvs-test.scloud.stibo.com/webui/WEBUI CVSSupplierPortal

Thanks,

CVS Team

***Important: This is a system-generated notification.Please do not reply this email.

Description / Steps

Example of email sent to supplier indicating clarification is needed to "Approve"

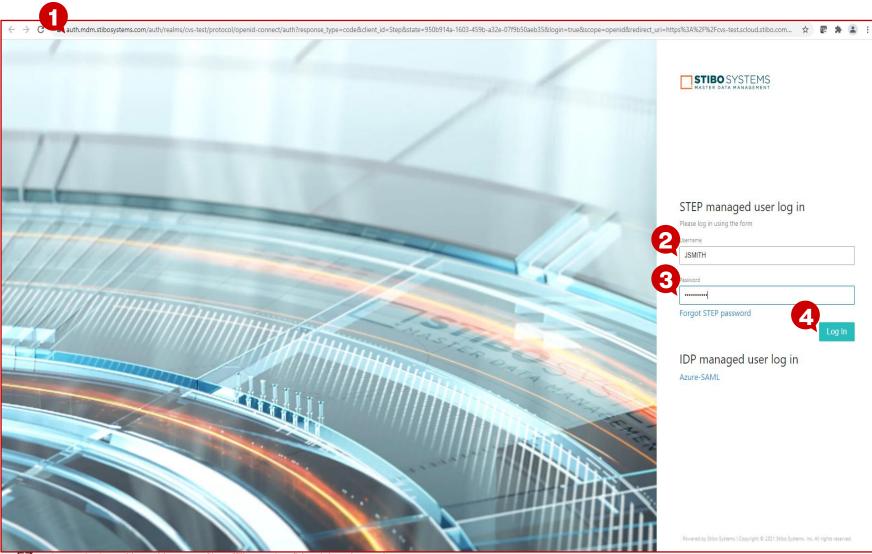
Tips

Login and provide updates based on the comments from the Category Manager



User Login

User Login



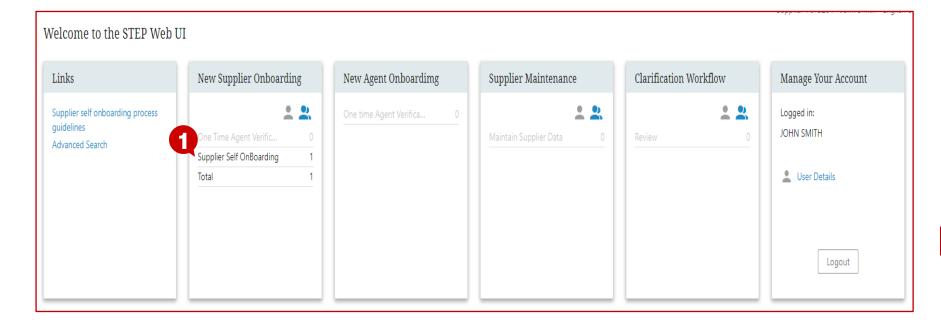
Description / Steps

- 1. Enter URL for Stibo
- 2. Enter Username from email
- 3. Enter temporary password from email
- 4. Click "Log In"

Tips



Welcome to the STEP Web UI



Description / Steps

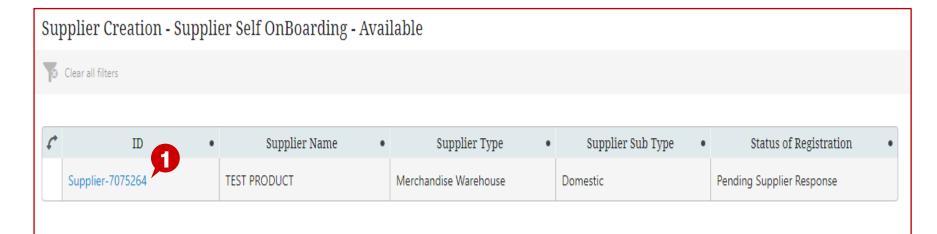
1. Click "Supplier Self Onboarding" within the New Supplier Onboarding option

Tips

The number next to the Supplier Self Onboarding option indicates that there is 1 task to perform



Supplier Creation - Supplier Self Onboarding



Description / Steps

1. Click the "Supplier-######" hyperlink

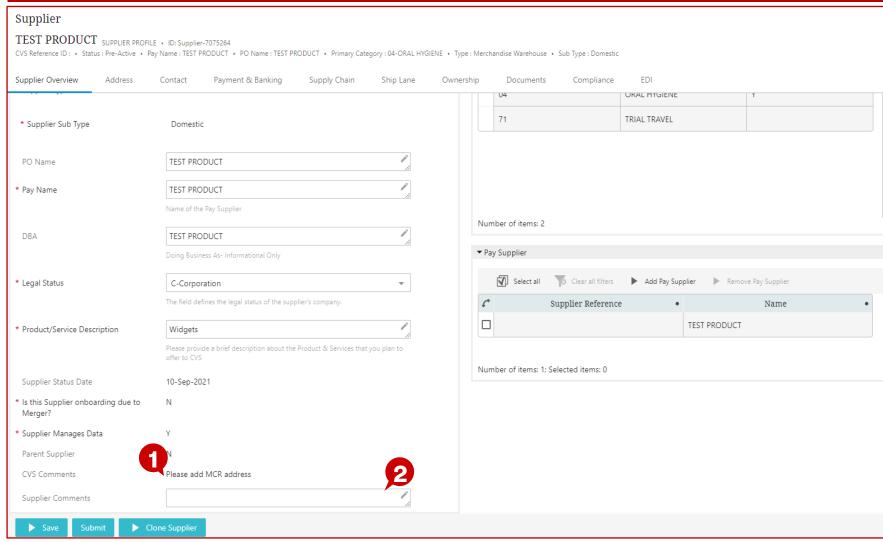
Tips

The next page will provide continued guidance to update the Supplier Self Onboarding information



Supplier Self Onboarding - Review "CVS Comments"

Supplier Creation



Description / Steps

1. Scroll to the bottom of the page and review the "CVS Comments"

Tips

2. New Supplier has the ability to send comments back to CVS

Based on the comments, update the requested information.

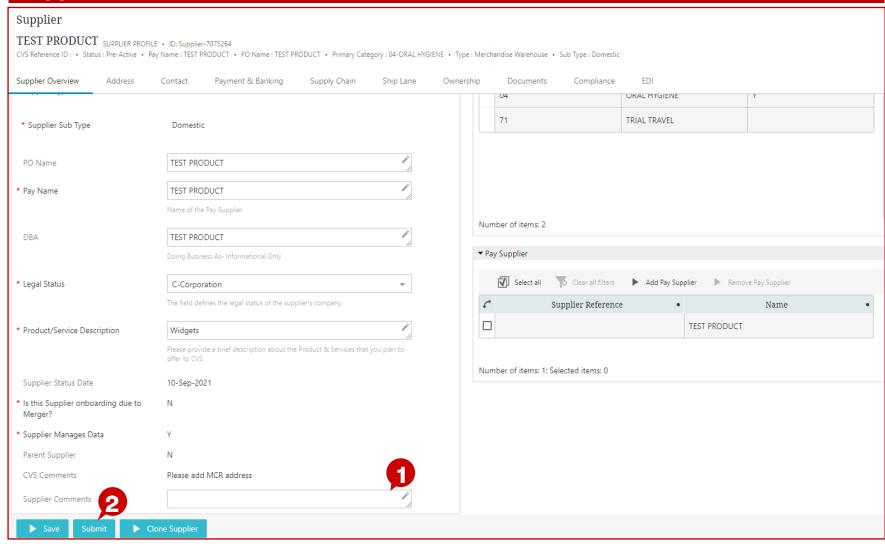
When update has been made, click "Save"

After clicking "Save" then click "Submit"



Supplier Self Onboarding - "Submit" again

Supplier Overview



Description / Steps

- 1. Scroll to the bottom of the page and enter "Supplier Comments" as needed
- 2. Click "Submit"

Tips

CVS Category Management will review the updates and Approve is correct

