New Supplier: Troubleshooting tips

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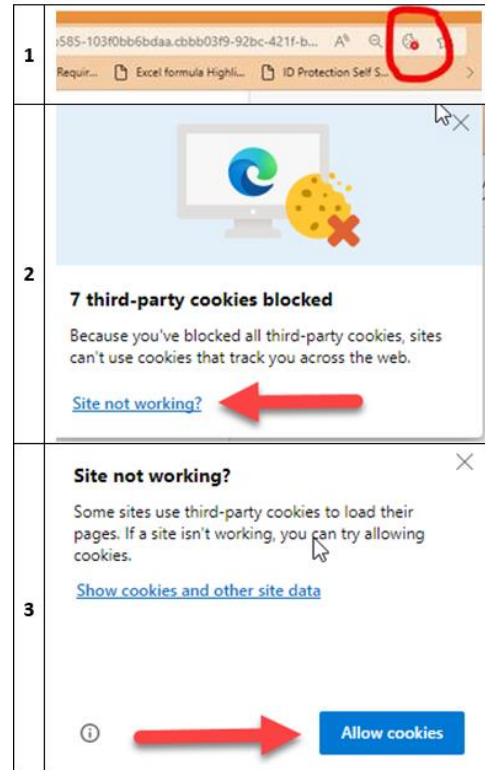
- URL/Weblink Issues

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URL/Weblink Issues

HTTP ERROR 400 Bad Request

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

Edge not loading STIBO

Description / Steps

- *Session was left idle/has cached*
- *Stibo Link was bookmarker **after** credentials were entered*
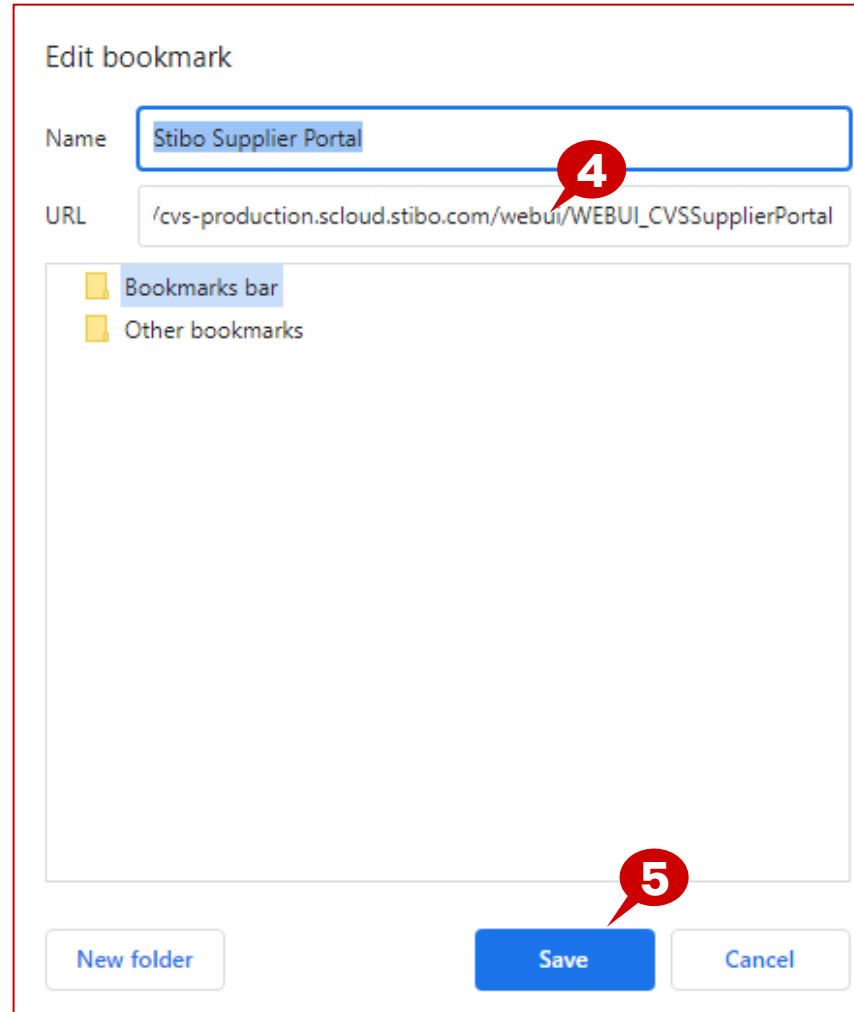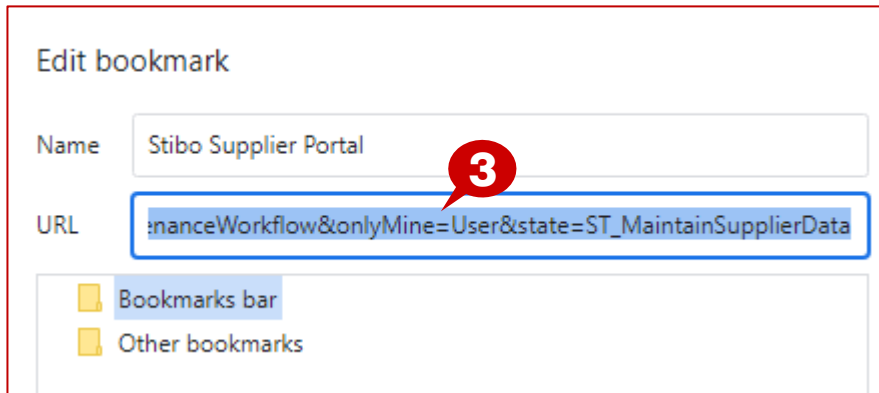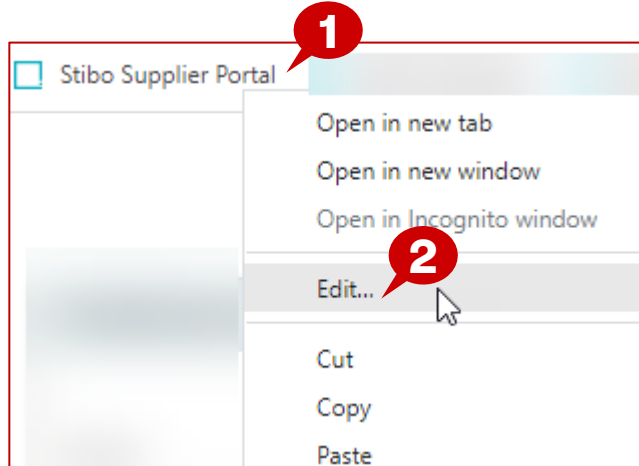- *Microsoft Edge has cookie restrictions. Click the Cookie and allow the cookies for the site*

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*
- *Bookmark it now if needed*
- *Enter your credentials*

Next page provides guidelines on editing a bookmark

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URL/Weblink Issues

Editing the bookmark

1

Stibo Supplier Portal
- Open in new tab
- Open in new window
- Open in Incognito window

2

- Edit...
- Cut
- Copy
- Paste

Edit bookmark

Name: Stibo Supplier Portal

3

URL: :nanceWorkflow&onlyMine=User&state=ST_MaintainSupplierData

📁 Bookmarks bar
📁 Other bookmarks

Edit bookmark

Name: Stibo Supplier Portal

4

URL: /cvs-production.scloud.stibo.com/webui/WEBUI_CVSSupplierPortal

📁 Bookmarks bar
📁 Other bookmarks

5

New folder | Save | Cancel

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-prod.mdm.stibosystems.com/webui/WEBUI_CVSSupplierPortal

5. *Click 'Save'*

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Password/Onetime Agent Verification

Identifying tabs with missing information

Identifying Missing Information

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

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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

1 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

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

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Submit Errors

Payment Terms

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

	*Responsibility	*First Name	*Last Name	M.I	*Primary Phone Number	*Email	Cellphone	Fax
☐	TAX	Tax	Man		333-333-3333	Tax@scuat.com		
☐	SALES REPRESENTATIVE	Rich	Jones		401-112-5678	Rich@cvs.com	NA	

☑ Select all ✂ Clear all filters ▶ Create New Contact Add Existing Contact Remove Contact

✗

	*Responsibility	*First Name	*Last Name	M.I	*Primary Phone Number	*Email	Cellphone
☐	EDI TRANSMISSION CONTACT	EDI	Manager		123-456-7890	EDI.manager@cvs.com	
☐	INVENTORY	Rich	Jones		401-112-5678	Rich@cvs.com	
☐	A/R CONTACT	Rich	Jones		401-112-5678	Rich@cvs.com	NA
☐	TAX	Tax	Man		333-333-3333	Tax@scuat.com	
☐	SALES REPRESENTATIVE	Rich	Jones		401-112-5678	Rich@cvs.com	NA

☑ Select all ✂ Clear all filters ▶ Create New Contact Add Existing Contact Remove Contact

✓

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

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Submit Errors

Ship Lane Address

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

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

Submit Errors

Document Upload Error

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

2 Documents
- Additional Documents
- Bank Letter Confirming Account Number
- Certificate Of Insurance — Add Asset reference
- Company Letter Head
- Evidence Of FCPA Compliance

Error
Failed to upload: An internal error occurred.

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.

Description

Error: "Failed to upload: An internal error occurred"
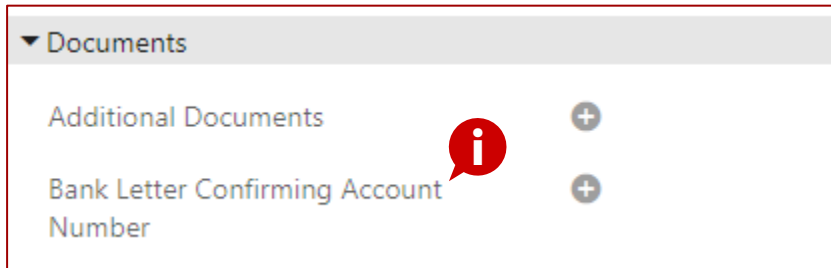
Cause: There could be a space before the file extension

For e.g.: 'Document .doc'

Tips

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

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Documents - Bank Letter

Documents – Bank Letter Confirming Account number

Description / Steps

Suppliers that are ACH Capable are required to upload the document – 'Bank Letter Confirming Account Number'.

- *Bank letter must be:*
  - *on the bank letter head.*
  - *dated within 1 year of current date*
  - *signed by the bank agent*
- *Bank letter must contain following details:*
  - *ABA #*
  - *Account # **(the Account # on the bank letter must match the Account# entered in Stibo)***
  - *Account holder name*

Tips

Non compliance to bank letter requirements will lead to the profile not being approved by CVS AP Team and will delay vendor onboarding/ updates from being published

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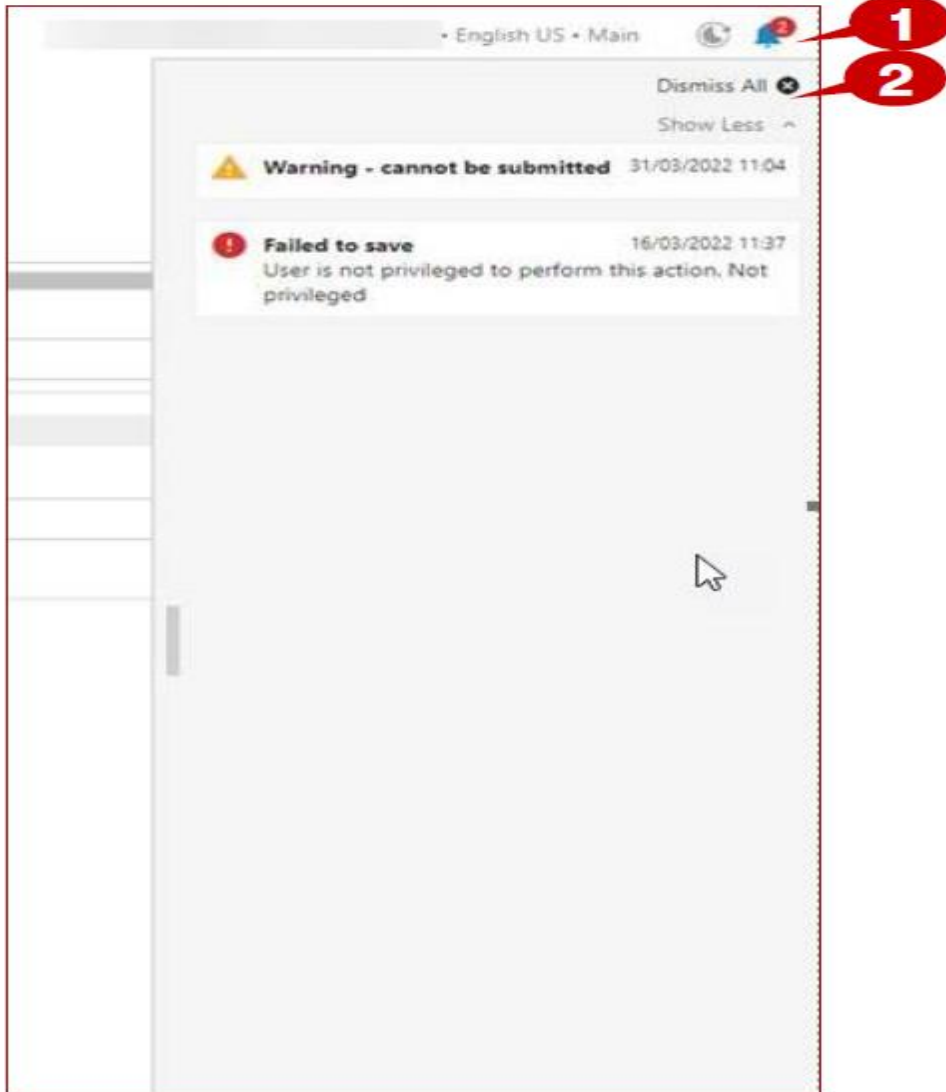
Submit Errors

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'

Flag Changes

Description / Steps

1. *EDI flag – Payment and Banking Tab*

updating the EDI invoicing status in STIBO does not initiate EDI invoicing.
Please reach out to our EDI department (edimail@cvshealth.com or ediapmailbox@cvshealth.com) to be setup for EDI invoicing.

Our EDI department would then work with our AP Control area to update the EDI status in STIBO once EDI setup is complete.

Contents

Questions related to	Contact
General Stibo inquiries	MDM_Stibo@cvshealth.com
Payment Terms updates	CVS Merchandising Partner or APControl@CVSHealth.com
Accounts Payable	CVSAPTEAM@cvshealth.com
Item Set up	MDM_Item_Management_Team@cvshealth.com

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