

# **Memorial Healthcare System**

## **Vendor Management System Frequently Asked Questions**

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**Q: What is the vendor management system?**

**A:** The vendor management system offers those seeking to do business with Memorial Healthcare System a quick and easy way to register online and create a profile identifying the products and services they can offer. Vendors will be able to submit and edit their profile information.

**Q: What information will I be expected to enter into the vendor management system?**

**A:** The vendor management system consists of five sections:

- Company information
- People information
- Address information
- Diversity information
- References

Vendors will be required to enter in mandatory information such as legal company name, business classification, and products and services (NAICS codes).

**Q: Is my information secure?**

**A:** Memorial Healthcare System takes our users' security and privacy concerns seriously. We strive to ensure that user data is kept secure, and that we collect only as much personal data as is required. If you should ever have any questions about the security of this system, please do not hesitate to contact a support representative at [vendorsupport@mhs.net](mailto:vendorsupport@mhs.net).

**Q: Why is it necessary that I register on the vendor management system?**

**A:** Anyone seeking to do business with Memorial Healthcare System must complete registration within the vendor management system.

**Q: Does my registration guarantee my company business with Memorial?**

**A:** Registration does not guarantee your company will conduct business with Memorial Healthcare System. Once the registration is completed, the information will be maintained and secured in our internal database. Your company's information will be shared, as required, with internal MHS departments and/or purchasing agents, and will be used to verify errors and omissions against external public and private data sources. Vendors will be contacted by email and phone if their services are required. If the services or products are not required at this time, your company's information will remain in the database until such need develops.

Although your company's information is in the database, companies are not considered vendors to Memorial Healthcare System until a requesting department is ready to place an order and a vendor

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number is assigned. Orders placed without a valid purchase order will not be paid by Memorial Healthcare System.

**Q: How often do I need to register?**

**A:** Registration renewal must be completed every year for the account to remain active.

**Q: How will I be alerted if I am awarded business with Memorial?**

**A:** Vendors will be contacted by email and phone if their services are required.

**Q: If I have questions, who do I contact?**

**A:** For questions regarding vendor management system registration, please call the vendor relations department at 954-276-6188 or forward queries to [vendorsupport@mhs.net](mailto:vendorsupport@mhs.net).