



Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

# USING THE ORACLE CLOUD SUPPLIER PORTAL

A “How-to” Guide

This information will guide you in using the Oracle Cloud Supplier Portal to conduct business effectively, efficiently, and securely with Blue Cross Blue Shield of Michigan and its subsidiaries; Accident Fund, COBX and LifeSecure.

**Using the Oracle Cloud Supplier portal** provides mutual benefits to both you and to us. First and foremost, it gives you control over your information in our ERP system. Some of the other benefits include:

- **Prompt payments** – Provides an effective and safe way to submit your invoices electronically.
- **Information** – The convenience of having your invoicing, payment, Purchase Orders and contract information at your fingertips.
- **Self-Service capabilities** – The ability to update your company information when it changes and keep your contact information up to date.
- **Communications** – Ensures that POs and system notifications (including important corporate communications) are sent to the correct individuals, both now and when personnel or responsibility changes occur.
- **Connection** to our Enterprise Procurement system - The ability to participate in an RFP event and submit candidates for contingent labor engagements.

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Please visit our **Supplier site** at (<https://www.bcbsm.com/suppliers/index.html>) to access job aids such as:

- [Submit an Invoice](#)
- [Update Vendor Information in the Supplier Portal](#)

# Getting Started: How to get Access to the Supplier Portal



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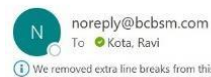
- If your company has been **contacted to become a supplier**, we'll work with your company to complete our required documents and **provide access to our supplier portal**.
- As part of the company registration on the supplier portal, the **individual who registered is granted access**, that individual can create a change request to add additional contacts. Keep in mind that any change request requires BCBSM approval.
- Individuals who are granted access **must register** on the supplier portal to **establish their log in credentials**. See page 5 for details regarding the registration process.

# Supplier Contact Portal Registration

1. An existing registered contact will need to add the new contact through the Manage Profile section of the portal (or by Procurement), which will trigger the **automatic email** to be sent to the new contact *within 24-48 hours*.
2. The new contact will need to receive the **automatic email** (see sample below) from BCBSM Secured Services containing a unique registration link, then follow the steps below to register.
3. The **automatic email**:
  - Will come from [noreply@bcbsm.com](mailto:noreply@bcbsm.com)
  - Will have the subject line: "Invitation from Person: Register for BCBSM Secured Services"
  - Check junk or spam folder if the email is not received within 48 hours
  - The registration link will expire after 30 days

## Sample of the automatic email

Invitation from Person: Register for BCBSM Secured Services



Fri 3/13/20 2:23 PM

<b>THIS IS JUST TESTING, IGNORE IT IF YOU SEE THIS MESSAGE</b> This is an automatic e-mail from the Blue Cross Blue Shield Of Michigan (BCBSM) Secured Services Web site - please do not reply.

You have been invited to register by the company Administrator listed below. It is your responsibility to register yourself for access to the Blue Cross Blue Shield of Michigan (BCBSM) Secured Services Web site.

Inviting Company Administrator:

Person - 111-111-1111 ([person@bcbsm.com](mailto:person@bcbsm.com))

It is a short 5 step process to create your own User Name and Password. Once you have finished, your Company Administrator will be notified and will approve your registration. You will receive an e-mail confirmation as soon as you are approved, so you can log in and start to access BCBSM's Secured Services.

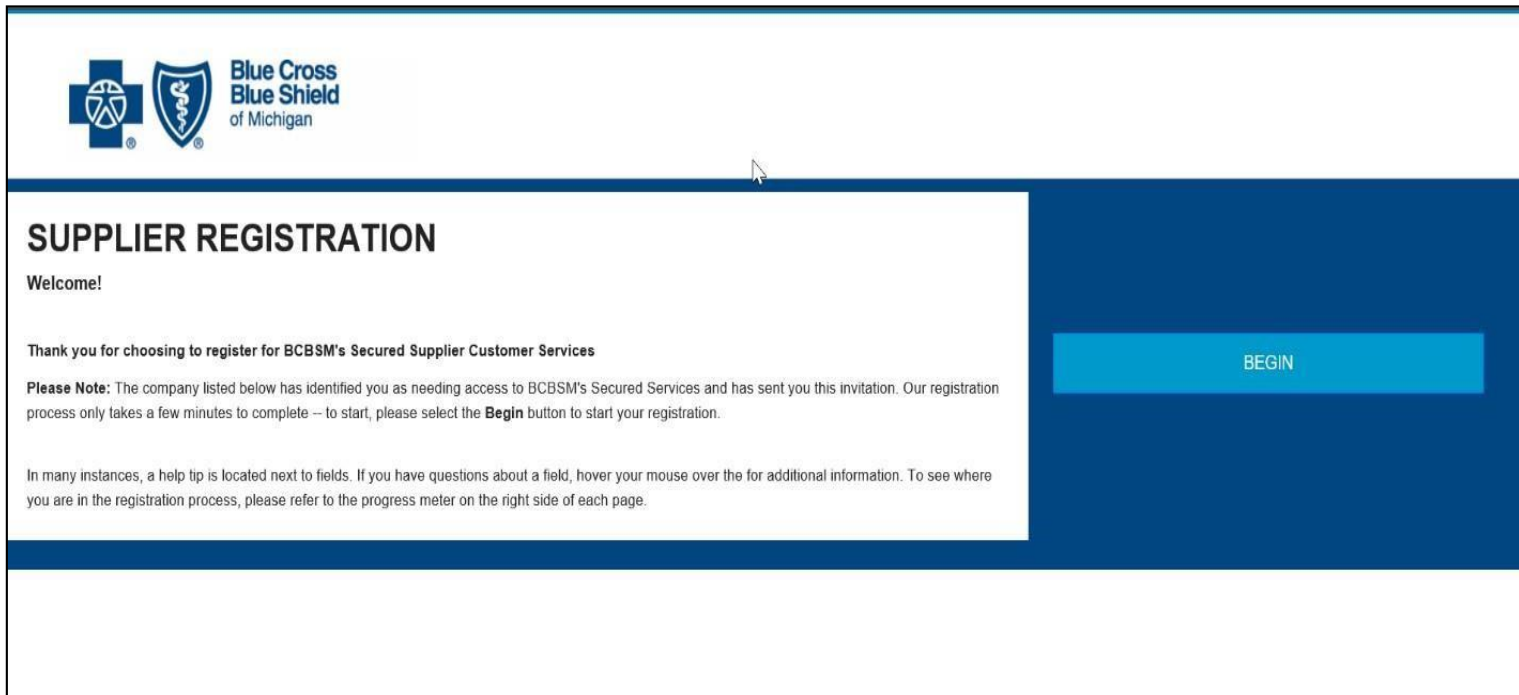
Click on the following link to register:

<https://supplier-dev.bcbsm.com/mibblue/portal/suppliers/registration?invitation=6a4f67734d5332624a5379624e43366771424c306e436751453875485545566b586a456d38653547423438484e5536555394d5035334c4b586b7171734c33547a66487736486564574b6b356d314e59356d516a684b546436496a396d326f6656794351796e56374f37476d5067742b346b6d35575535744d746f54385a764c7938515a38724758455a7633556af304a357078454334573435744536616c746e646b32696757314d4c453d>


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**Quick tip:** Throughout the registration process, avoid any double clicking on any prompt when asked to click to continue.

4. The link in your email will take you to this welcome page. Click BEGIN



The screenshot shows the 'SUPPLIER REGISTRATION' welcome page. At the top left is the Blue Cross Blue Shield of Michigan logo. The main heading is 'SUPPLIER REGISTRATION' in bold. Below it is a 'Welcome!' message. A thank you message follows: 'Thank you for choosing to register for BCBSM's Secured Supplier Customer Services'. A 'Please Note' section explains that the company has identified the user and sent an invitation, and that the registration process is quick. A large blue 'BEGIN' button is positioned on the right side of the page. At the bottom, there is a help tip about hovering over fields for additional information and referring to a progress meter.

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## SUPPLIER REGISTRATION

Welcome!

Thank you for choosing to register for BCBSM's Secured Supplier Customer Services

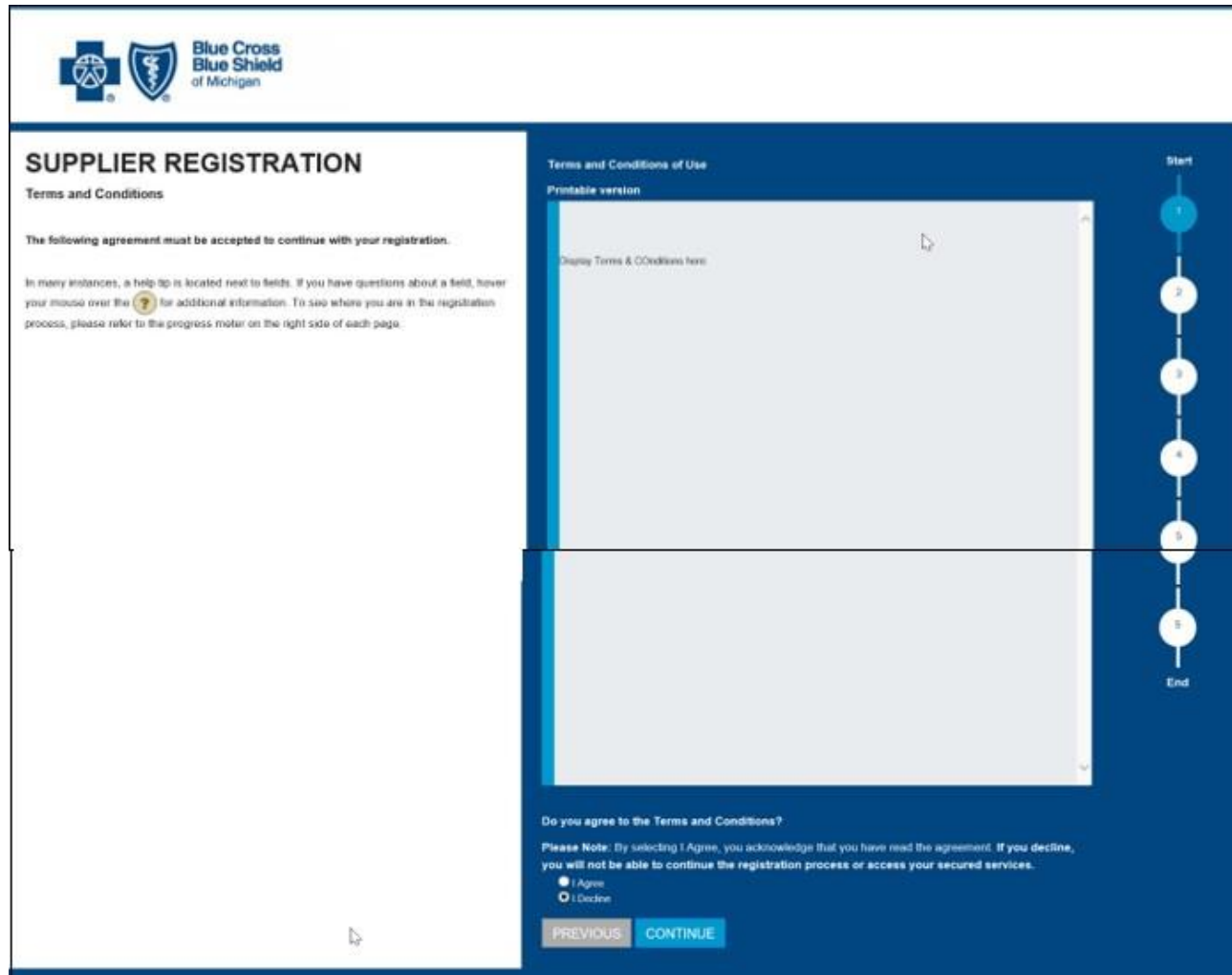
**Please Note:** The company listed below has identified you as needing access to BCBSM's Secured Services and has sent you this invitation. Our registration process only takes a few minutes to complete -- to start, please select the **Begin** button to start your registration.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

[BEGIN](#)

# Supplier Contact Portal Registration

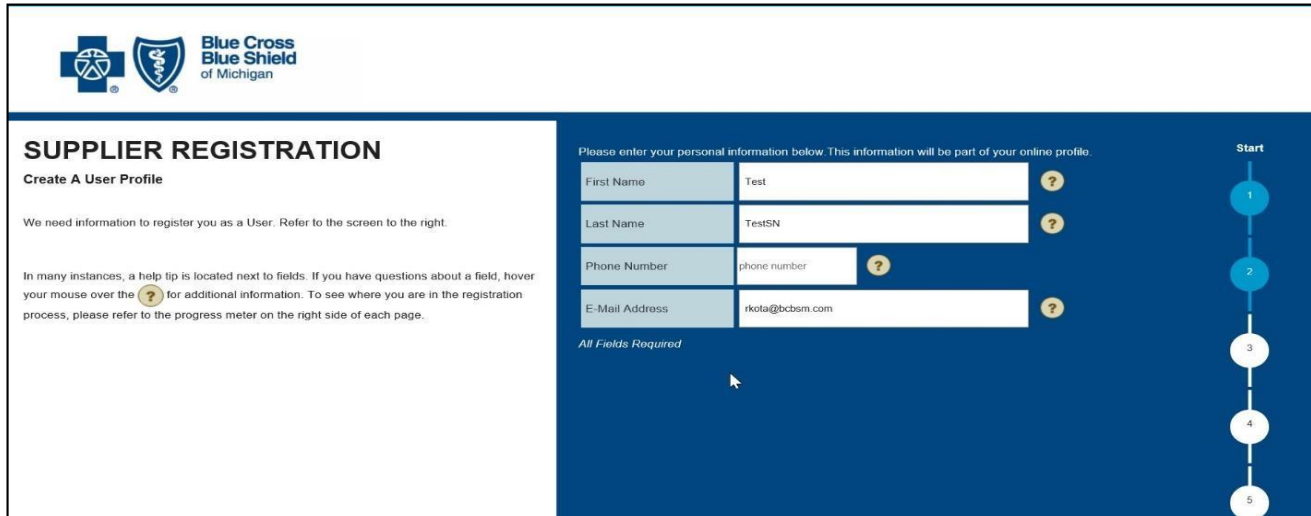
5. Read the terms and conditions, select “I Agree” and click CONTINUE



The screenshot shows a web page for 'SUPPLIER REGISTRATION' with the Blue Cross Blue Shield of Michigan logo in the top left. The page is divided into three main sections. On the left, under 'Terms and Conditions', there is a heading 'Terms and Conditions of Use' and a sub-heading 'Printable version'. Below this is a large, empty rectangular area intended for the terms and conditions text. On the right side, there is a vertical progress indicator with six numbered steps (1-6). Step 1 is highlighted in blue, indicating the current step. The word 'Start' is at the top and 'End' is at the bottom of this indicator. At the bottom of the page, there is a question: 'Do you agree to the Terms and Conditions?'. Below this question is a 'Please Note' section: 'Please Note: By selecting I Agree, you acknowledge that you have read the agreement. If you decline, you will not be able to continue the registration process or access your secured services.' There are two radio button options: 'I Agree' (which is selected) and 'I Decline'. At the very bottom, there are two buttons: 'PREVIOUS' and 'CONTINUE'.


# Supplier Contact Portal Registration

## 6. Enter your name and contact information to create a User Profile







**SUPPLIER REGISTRATION**  
Create A User Profile

We need information to register you as a User. Refer to the screen to the right.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Please enter your personal information below. This information will be part of your online profile.

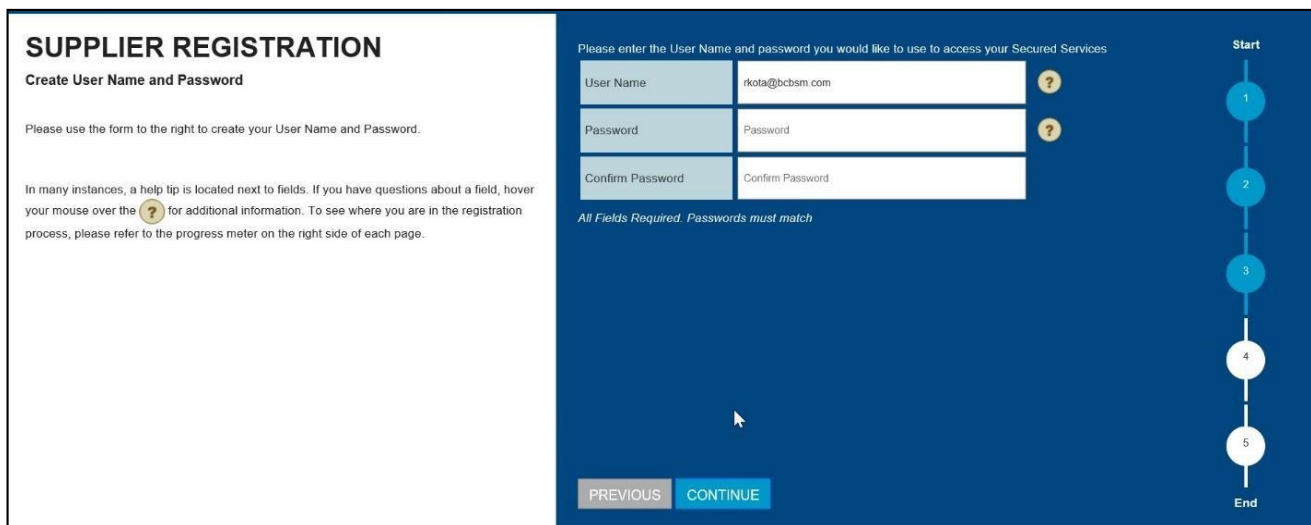
First Name	Test	
Last Name	TestSN	
Phone Number	phone number	
E-Mail Address	rkota@bcbsm.com	

All Fields Required

Start


- 1
- 2
- 3
- 4
- 5

## 7. Create a Username and Password for your User Profile. Your username should be your email address.





**SUPPLIER REGISTRATION**  
Create User Name and Password

Please use the form to the right to create your User Name and Password.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Please enter the User Name and password you would like to use to access your Secured Services.

User Name	rkota@bcbsm.com	
Password	Password	
Confirm Password	Confirm Password	

All Fields Required. Passwords must match

Start

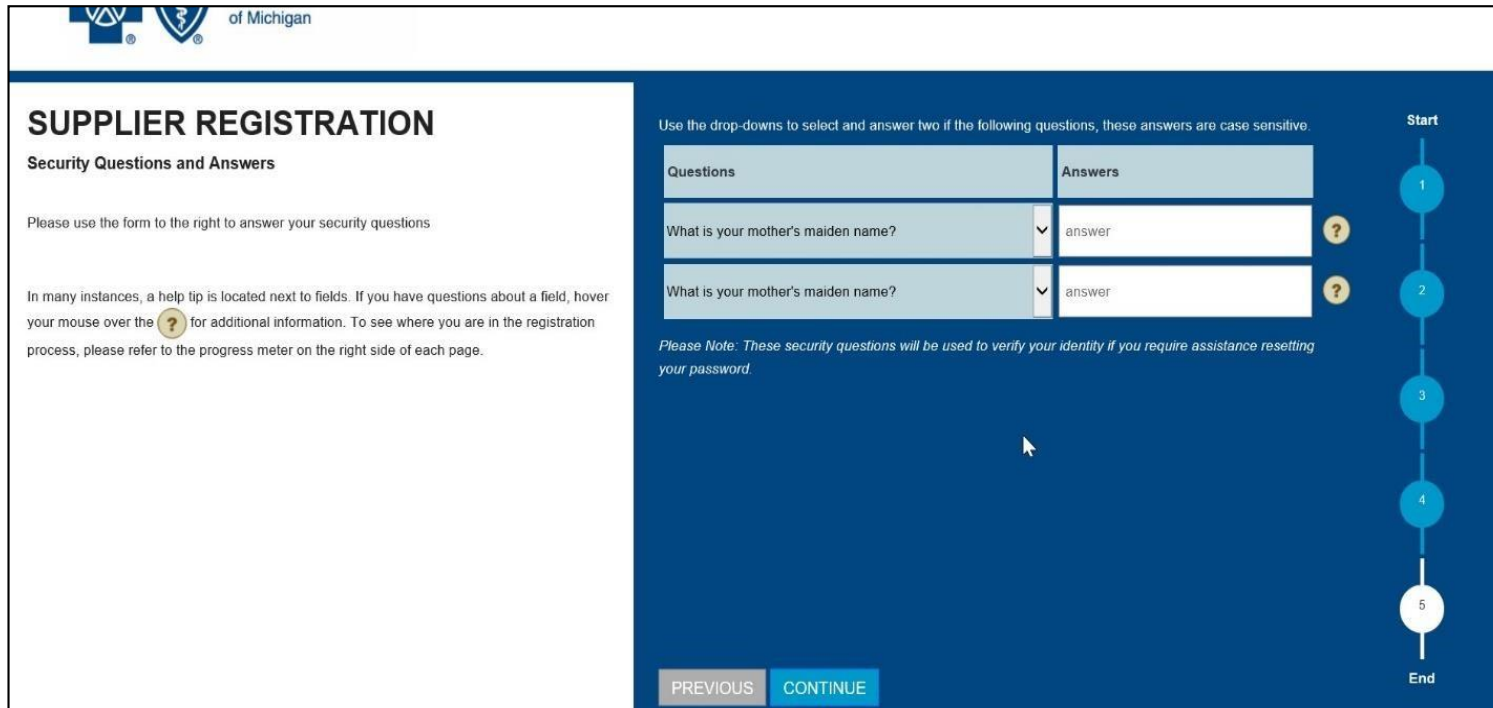
- 1
- 2
- 3
- 4
- 5

End

PREVIOUS CONTINUE




8. Select security questions and answers to be used if you need to reset your password. Note that the answers will be case sensitive if you ever need to enter them to reset your password.





**SUPPLIER REGISTRATION**  
Security Questions and Answers

Please use the form to the right to answer your security questions

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information. To see where you are in the registration process, please refer to the progress meter on the right side of each page.

Use the drop-downs to select and answer two if the following questions, these answers are case sensitive.

Questions	Answers
What is your mother's maiden name?	answer 
What is your mother's maiden name?	answer 

*Please Note: These security questions will be used to verify your identity if you require assistance resetting your password.*

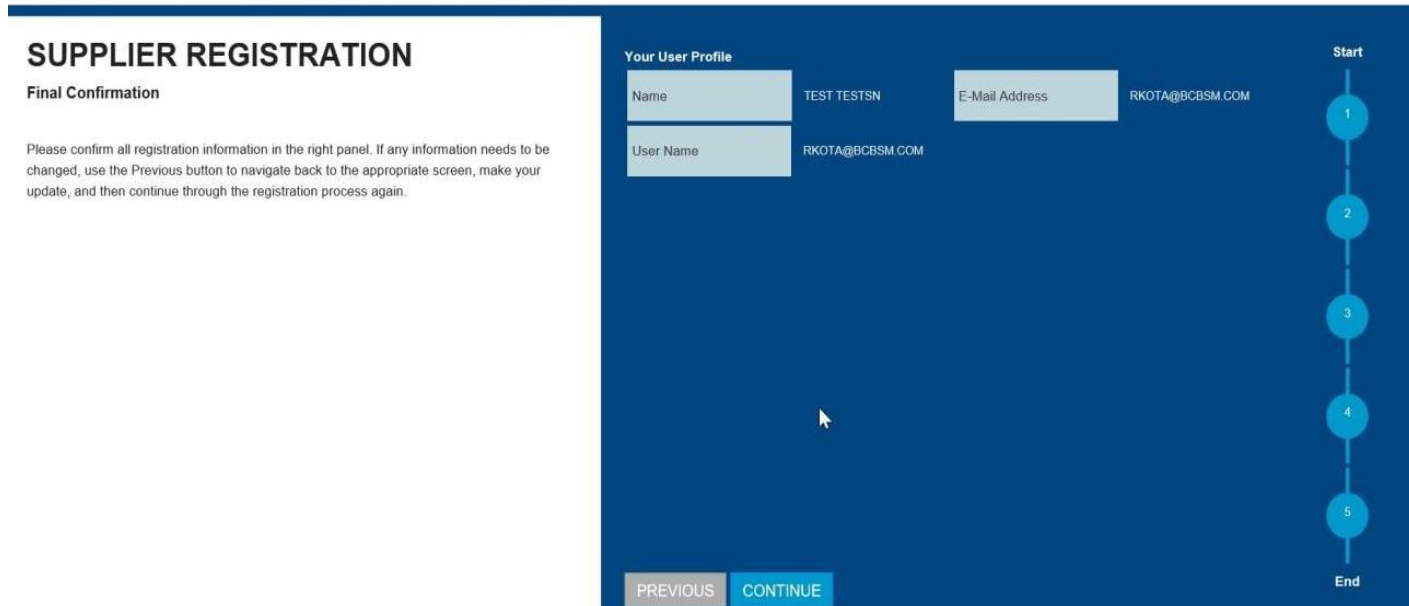
Start

- 1
- 2
- 3
- 4
- 5

End

PREVIOUS CONTINUE

## 9. Confirm details are correct and click CONTINUE.



**SUPPLIER REGISTRATION**

**Final Confirmation**

Please confirm all registration information in the right panel. If any information needs to be changed, use the Previous button to navigate back to the appropriate screen, make your update, and then continue through the registration process again.

**Your User Profile**

Name	TEST TESTSN	E-Mail Address	RKOTA@BCBSM.COM
User Name	RKOTA@BCBSM.COM		

**Start**

- 1
- 2
- 3
- 4
- 5

**End**

PREVIOUS CONTINUE

You are now able to view purchase orders, submit invoices, access and submit bids to RFX events and maintain your supplier profile information (including adding and updating contacts).

**If you encounter issues, please email [Procurement@bcbsm.com](mailto:Procurement@bcbsm.com)**

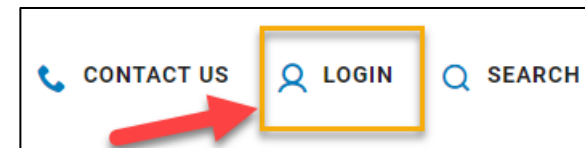
# Supplier Portal Log In

1. Try to use Edge or Chrome (the preferred web browsers)

2. For your first log in attempt; Open your browser session with a clear cache / history by opening a new incognito or private browser session (usually Ctrl+Shift+N in most browsers). Or click the 3 dots at the top right of the browser window and select New Incognito or New Private window.

3. Type in <https://www.bcbsm.com/suppliers> as the URL

4. Click Supplier Portal Log In



5. Type your username and password (DO NOT USE AUTO FILL)

Login for Secured Supplier Services

Please enter your User Name and Password:

User ID(E-Mail)	<input type="text"/>	←
Password	<input type="password"/>	←

[Forgot Password?](#)

6. The login accounts lock after the third incorrect password attempt, so if you have an incorrect login twice, please use the forgot password function

## Login for Secured Supplier Services

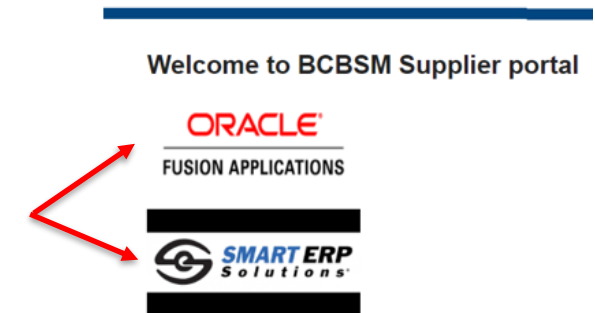
Please enter your User Name and Password:

User ID(E-Mail)	<input type="text"/>
Password	<input type="password"/>

[Login](#) [Cancel](#)



7. From the next screen, click Oracle or STP. If you do not have access to STP, please contact [ContingentLabor@bcbsm.com](mailto:ContingentLabor@bcbsm.com)

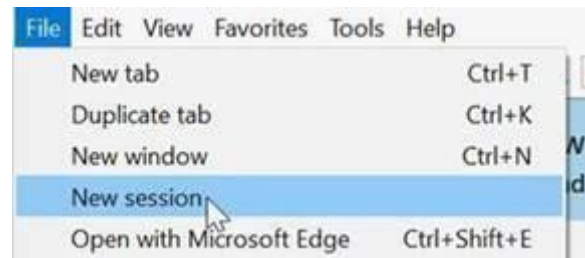


8. If prompted, click the OKTA prompt and enter the multi-factor authentication code once it is sent to you.  
If you encounter issues, please email [Procurement@bcbsm.com](mailto:Procurement@bcbsm.com)

This job aid will guide the Supplier contact through the process of resetting their Oracle Cloud Supplier portal password as a voluntary password reset or when the system is requiring that the password be reset.

*If you have not gone through the original registration process, please refer to the “Getting Started” section of the User Guide.*

1. Open your internet browser (if possible, open a new browser session to avoid any session issues)



2. Enter [bcbsm.com/supplier](https://bcbsm.com/supplier) in the opened browser
3. Click “Supplier Portal Login” link

# Supplier Portal Password Reset Process

## 4. Click “Forgot Password”



### Login for Secured Supplier Services

Please enter your User Name(E-Mail) and Password:

User ID(E-Mail)	<input type="text" value="gvenuto@bcbsm.com"/>
Password	<input type="password" value="*****"/>



[Forgot Password?](#)

5. Enter the Username that you used when you originally registered. The username is most likely your email address. Press Continue.



### LOGIN FOR SECURED SUPPLIER SERVICES

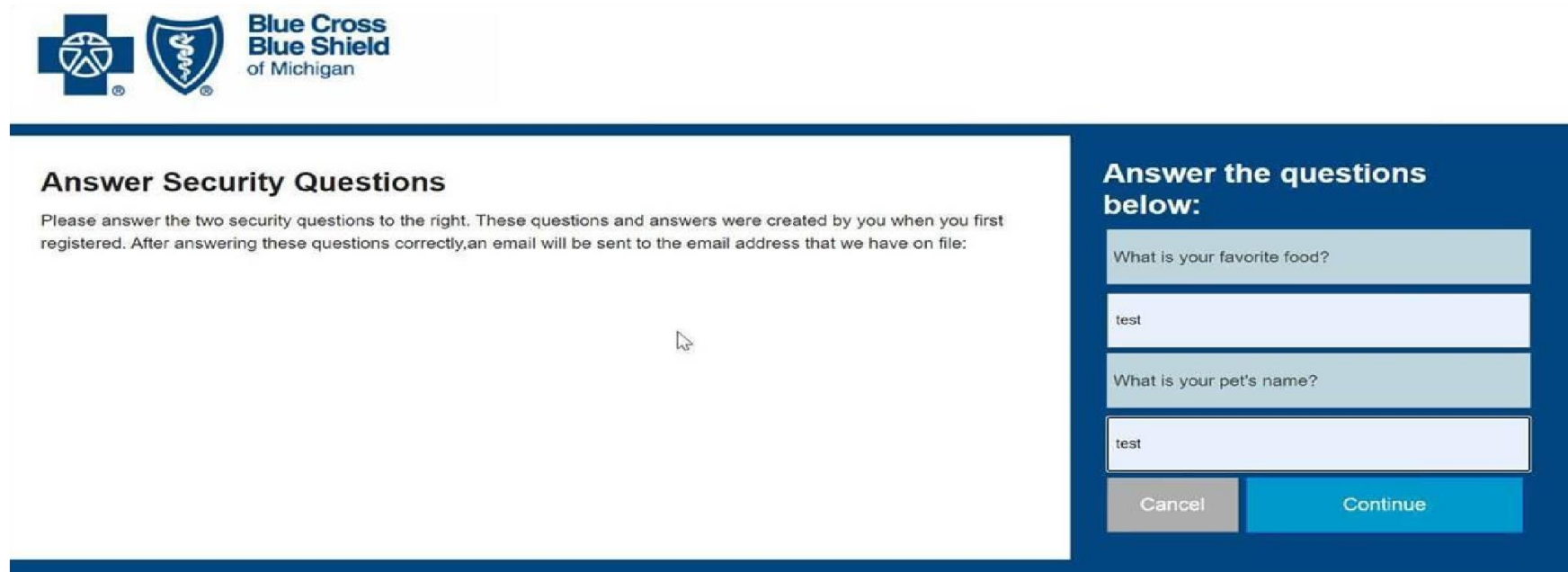
#### Forgot Your Password?

If you have forgotten your Password, you will need to reset it for security purposes. Please enter your User Name to start the 3-step process:

### Recover Password

User Name	<input type="text" value="UserName"/>
<input type="button" value="Cancel"/>	<input type="button" value="Continue"/>

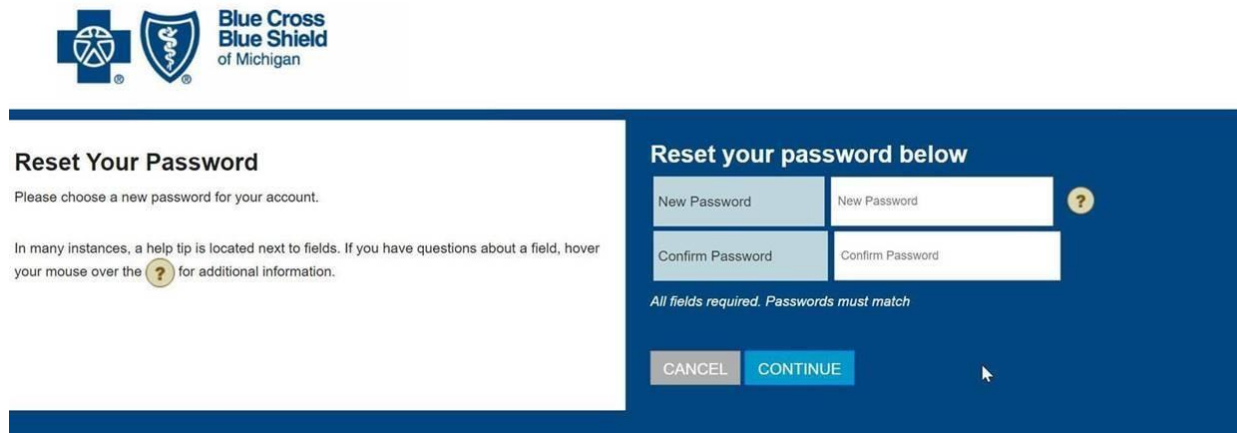
6. Answer the security questions that you established when you initially registered. Please note: three failed attempts will lock your account! If your account locks, you will not be able to reset your password without our help. If you fail 3 times, please send an email to [procurement@bcbsm.com](mailto:procurement@bcbsm.com) using the subject line “Account Locked”.




The screenshot shows a web interface for answering security questions. At the top left, there are the Blue Cross and Blue Shield logos and the text "Blue Cross Blue Shield of Michigan". The main heading is "Answer Security Questions". Below it, a paragraph reads: "Please answer the two security questions to the right. These questions and answers were created by you when you first registered. After answering these questions correctly, an email will be sent to the email address that we have on file:". To the right, a dark blue panel titled "Answer the questions below:" contains two questions with input fields: "What is your favorite food?" with the answer "test", and "What is your pet's name?" with the answer "test". At the bottom of this panel are "Cancel" and "Continue" buttons.

# Supplier Portal Password Reset Process


7. Follow the steps to establish a new password.




 Blue Cross Blue Shield of Michigan

### Reset Your Password

Please choose a new password for your account.

In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the  for additional information.

### Reset your password below

New Password	New Password 
Confirm Password	Confirm Password

*All fields required. Passwords must match*

8. Once you receive the confirmation message, close your browser session.



 Blue Cross Blue Shield of Michigan

**Completed! Follow the instructions below...**  
Please check your email.

### Recover Password

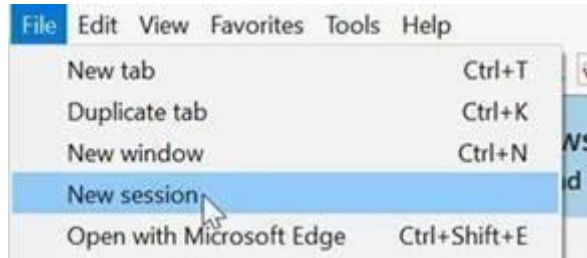
Have Questions? E-Mail to [Procurement@bcbsm.com](mailto:Procurement@bcbsm.com) [User Guides](#) [Privacy Policy](#)

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# Supplier Portal Password Reset Process

9. Open a new browser session (to avoid any session issues)



10. Enter <https://www.bcbsm.com/suppliers/index.html> in the opened browser.

11. Click “SUPPLIER PORTAL LOGIN” link

12. Enter your credentials - using your new password.

13. Select **Oracle Fusion** or **Smart Talent Procurement** to enter the portal.

14. If prompted, follow the Multi-factor Authentication process.

15. If you receive a message stating that your IBM session has timed out, simply close the browser tab and return to the BCBSM tab

## 1. Make sure you're accessing the correct Log In page

- Type in <https://www.bcbsm.com/suppliers> as the URL
- Click Supplier Portal Log In

## 2. If your account is “Disabled” or the system is requiring you to reset your Password

- Please follow the Password Reset steps on page 13.
- You must answer your security questions to reset your own password. The system will not email a temporary password to you.

## 3. If the system is indicating that your account is locked

- All accounts lock after three consecutive incorrect password attempts. If you have two incorrect attempts for your next login, please use the Forgot Password link to reset your password and avoid the account lock issue. Email [Procurement@bcbsm.com](mailto:Procurement@bcbsm.com) to request that your account be unlocked.

## 4. If the system is requiring you to enter your log in credentials after a successful log in

- This is the result of a browser cache error which will re-direct you to our OKTA single sign-on screen. You will need to clear your browser history (follow the instructions on the Preferred Supplier Log In instructions on page 11).

## 5. Duplicate User Accounts

- Users will not be able to use the same email address for multiple supplier accounts. Having multiple accounts will result in the user receiving an error message upon log in.

## 6. Pending Change Request

- A change request can be initiated by any active contact associated with the supplier account but if a change request is started and not fully submitted, it will hold the account in a “pending” state. For instructions regarding how to submit your change request, please see the “Update Vendor Information in the Supplier Portal” job aid located on the **Supplier site** at (<https://www.bcbsm.com/suppliers/index.html>) .

## 7. How to look up payments on an invoice

- See the “Submit an Invoice” job aid for detail instructions. Also, if you are being paid by purchase order, you can look up payments against that purchase order in the manage orders section and then click the life cycle page of the purchase order.

## 8. STP Access

- If you are having trouble accessing the Smart Talent Procurement application please contact [ContingentLabor@bcbsm.com](mailto:ContingentLabor@bcbsm.com) for assistance.
- For the STP Error (below): please contact [ContingentLabor@bcbsm.com](mailto:ContingentLabor@bcbsm.com) for assistance.

***"User provided by SSO Provider does not match a user in the Talent Procurement system or matches a user who does not have authority to access via SSO. Please ensure user is configured and has the correct permissions"***



**For questions, please contact  
[Procurement@bcbsm.com](mailto:Procurement@bcbsm.com)**