



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



Blue Cross
Blue Shield
Blue Care Network
of Michigan

- 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.

1. An existing registered contact will need to add any new contact through the Manage Profile section of the portal using the [Update Vendor Information in the Supplier Portal](#) Job aid (or Procurement can add the new contact), which will trigger the **automatic email** to be sent to the new contact.

2. The new contact will need to receive the **automatic email** (see sample) which will contain a unique registration link, then follow the steps on pages 6-12 to complete the registration process.

3. The **automatic email**:

- Will come from Blue Cross Blue Shield of Michigan <noreply@supplier.bcbsm.com>.
- Will have the subject line: “**Welcome to Blue Cross Blue Shield of Michigan Supplier Portal**”
- Check your junk or spam folder if the email is not received within 48 hours
- The registration link will expire after 30 days

Sample Email:



Supplier Contact Portal Registration

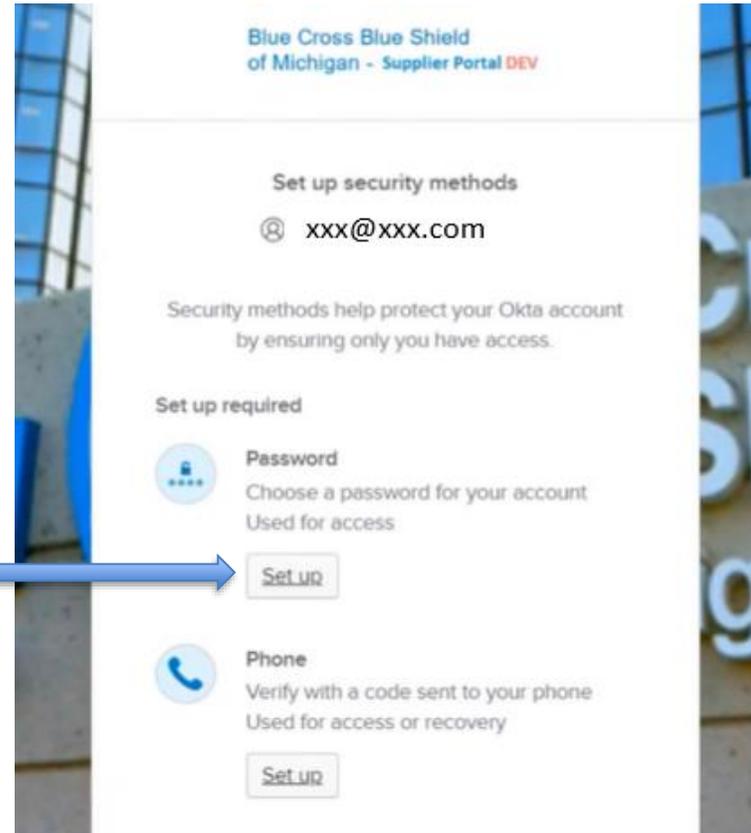
2. Click the “**Activate BCBSM Supplier Account**” button

2



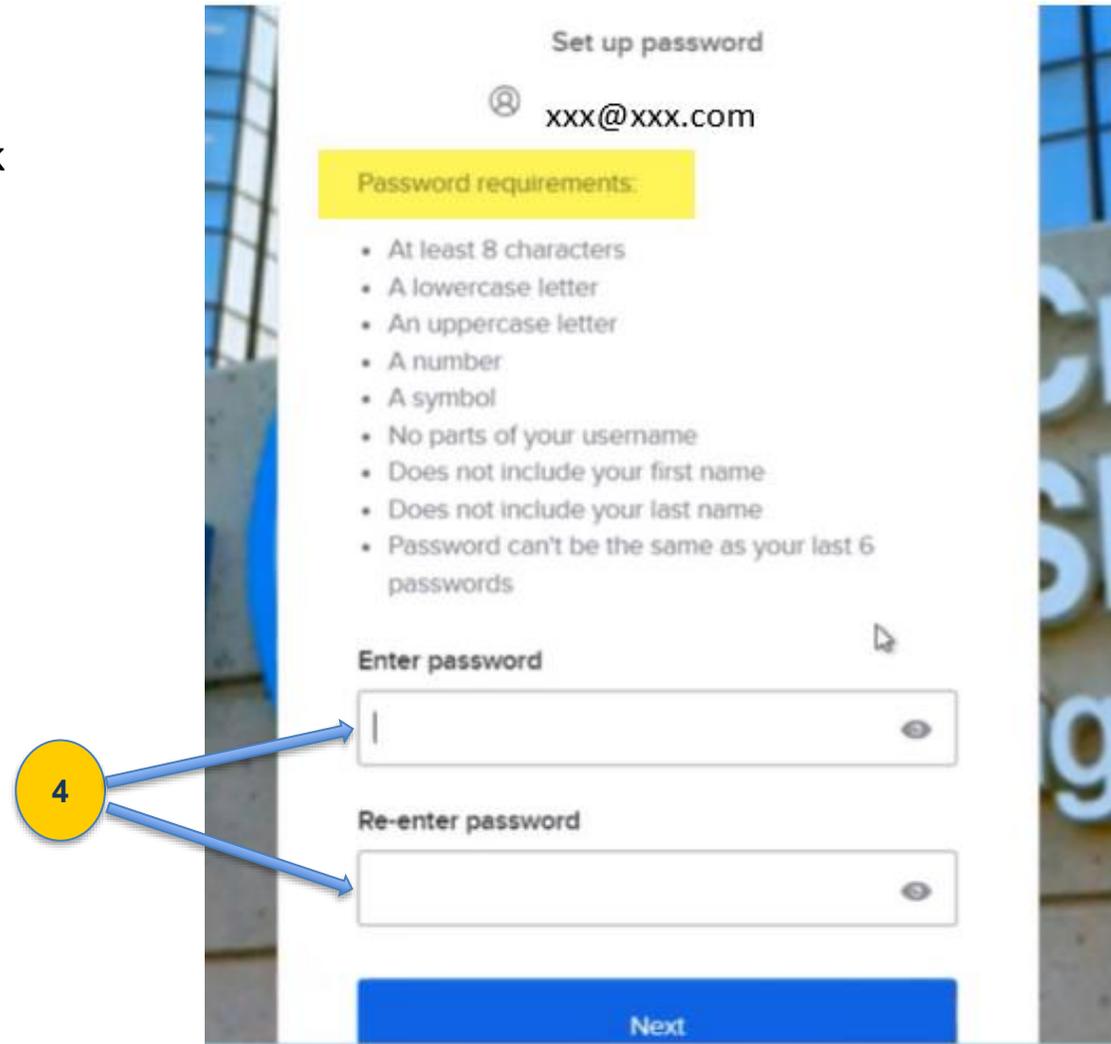
3. Set up your Password.
Click “**Set up**” under Password

3



Supplier Contact Portal Registration

4. Be sure to read the Password requirements, then enter an appropriate Password. Then click “Next”



Set up password

xxx@xxx.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 6 passwords

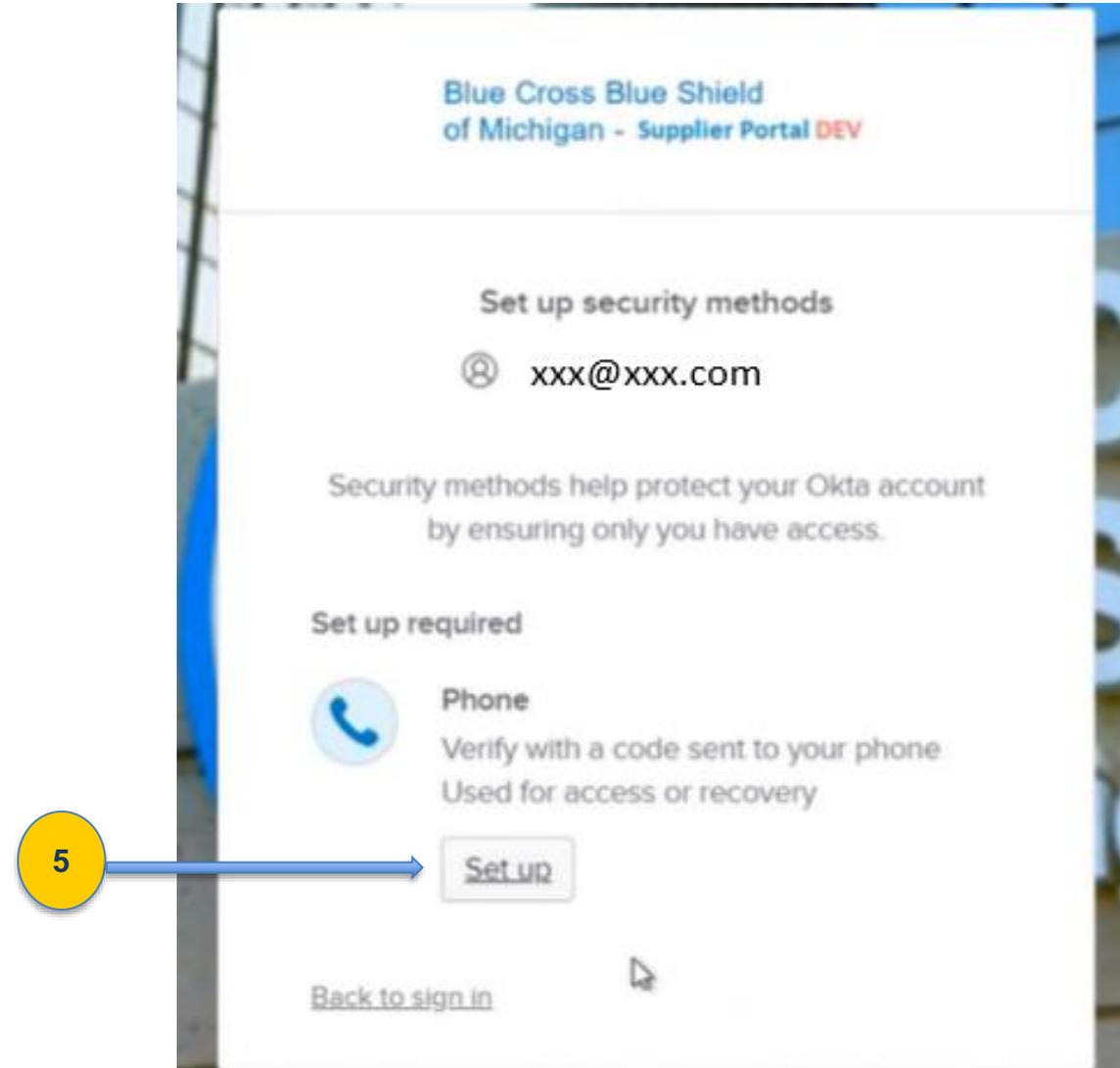
Enter password

Re-enter password

Next

Supplier Contact Portal Registration

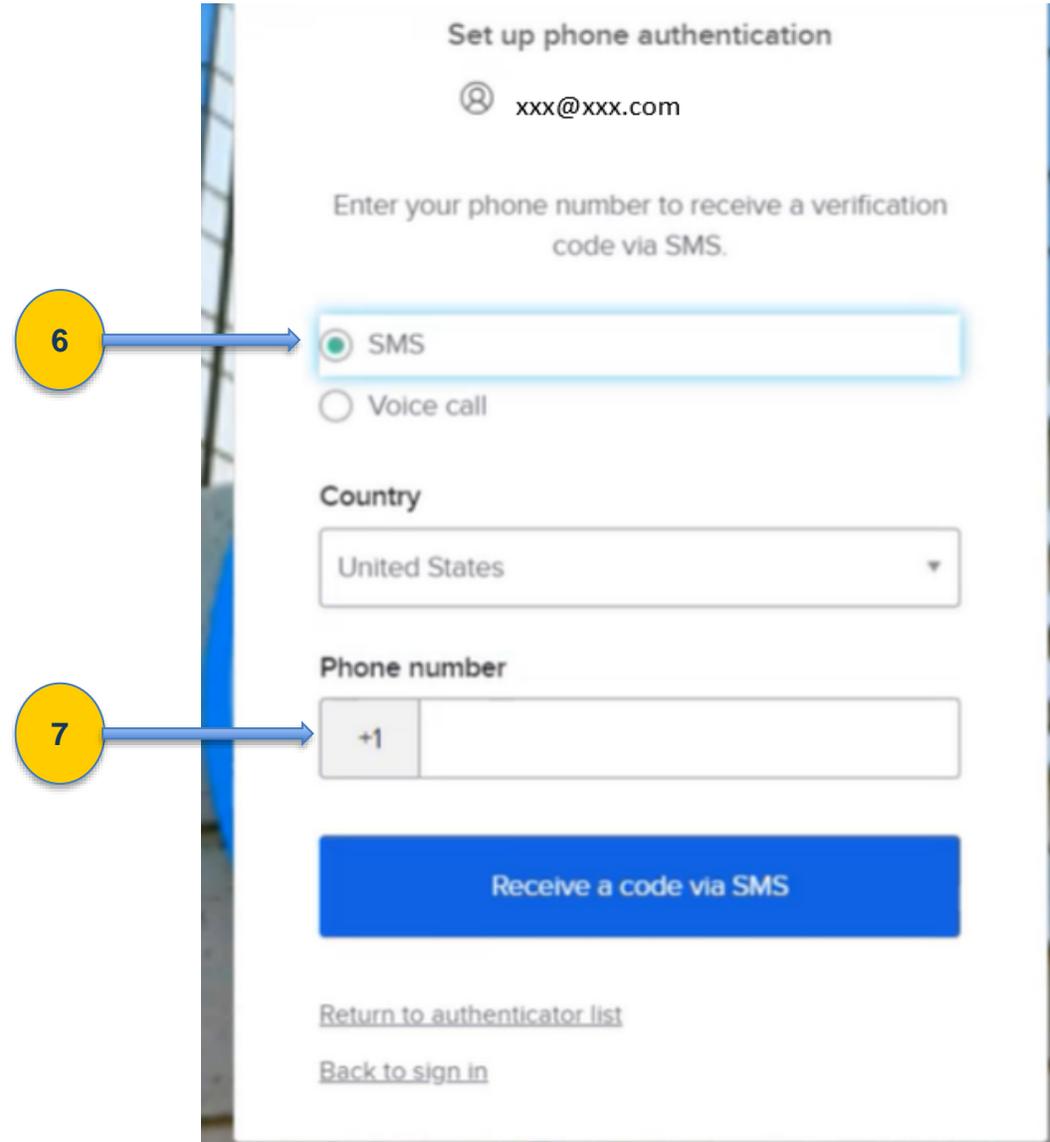
5. Set up your Phone so that you can receive the multi-factor authentication code.
Click **“Set up”** under Phone



Supplier Contact Portal Registration

6. Click the **“SMS”** option if you want to receive the authentication code via text message

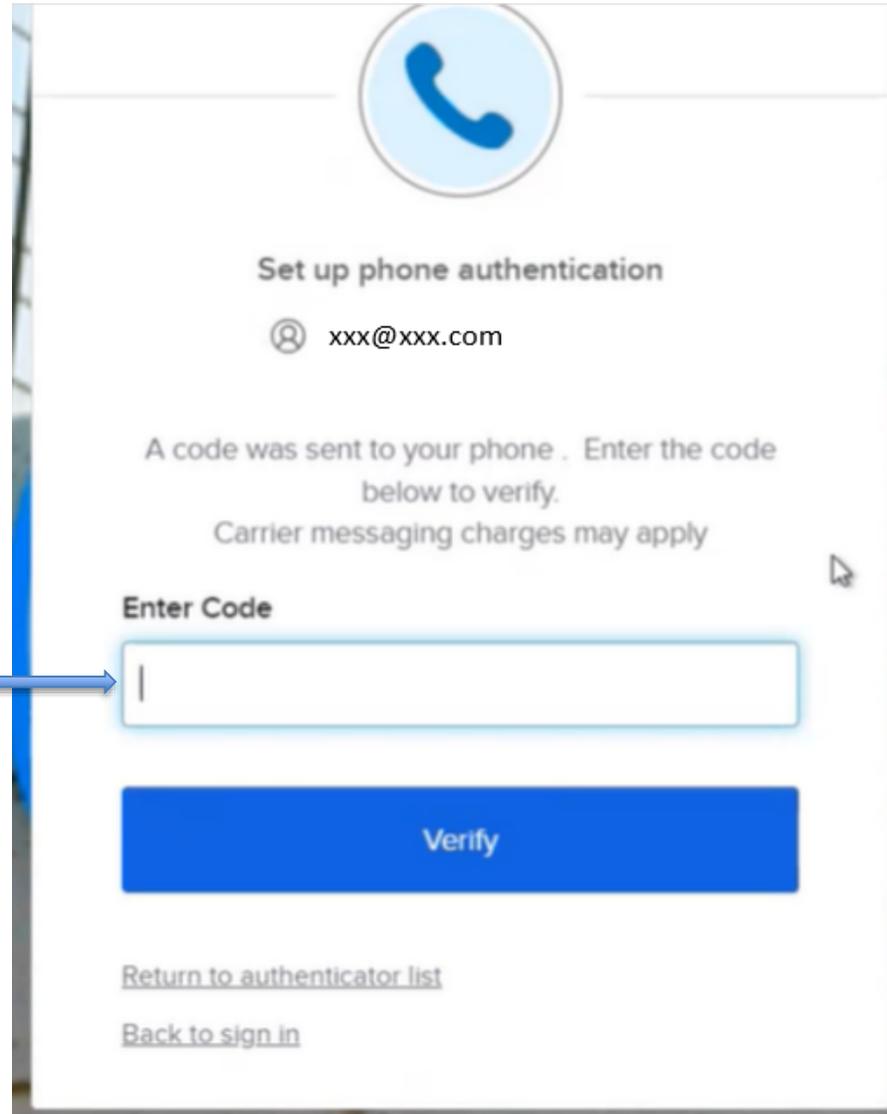
7. In the **“Phone number”** field, enter your 10-digit phone number. Then click the **“Receive a code”** button



The screenshot shows a web form titled "Set up phone authentication" for the email address xxx@xxx.com. The form asks the user to "Enter your phone number to receive a verification code via SMS." There are two radio button options: "SMS" (which is selected and highlighted with a blue box and callout 6) and "Voice call". Below these is a "Country" dropdown menu set to "United States". The "Phone number" field has a "+1" country code selector and a text input area, with callout 7 pointing to the input area. A large blue button labeled "Receive a code via SMS" is at the bottom. At the very bottom, there are two links: "Return to authenticator list" and "Back to sign in".

8. A code will be sent to the phone number that you entered. Enter the code numbers here. Then click **“Verify”**.

8



Set up phone authentication

xxx@xxx.com

A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

[Return to authenticator list](#)

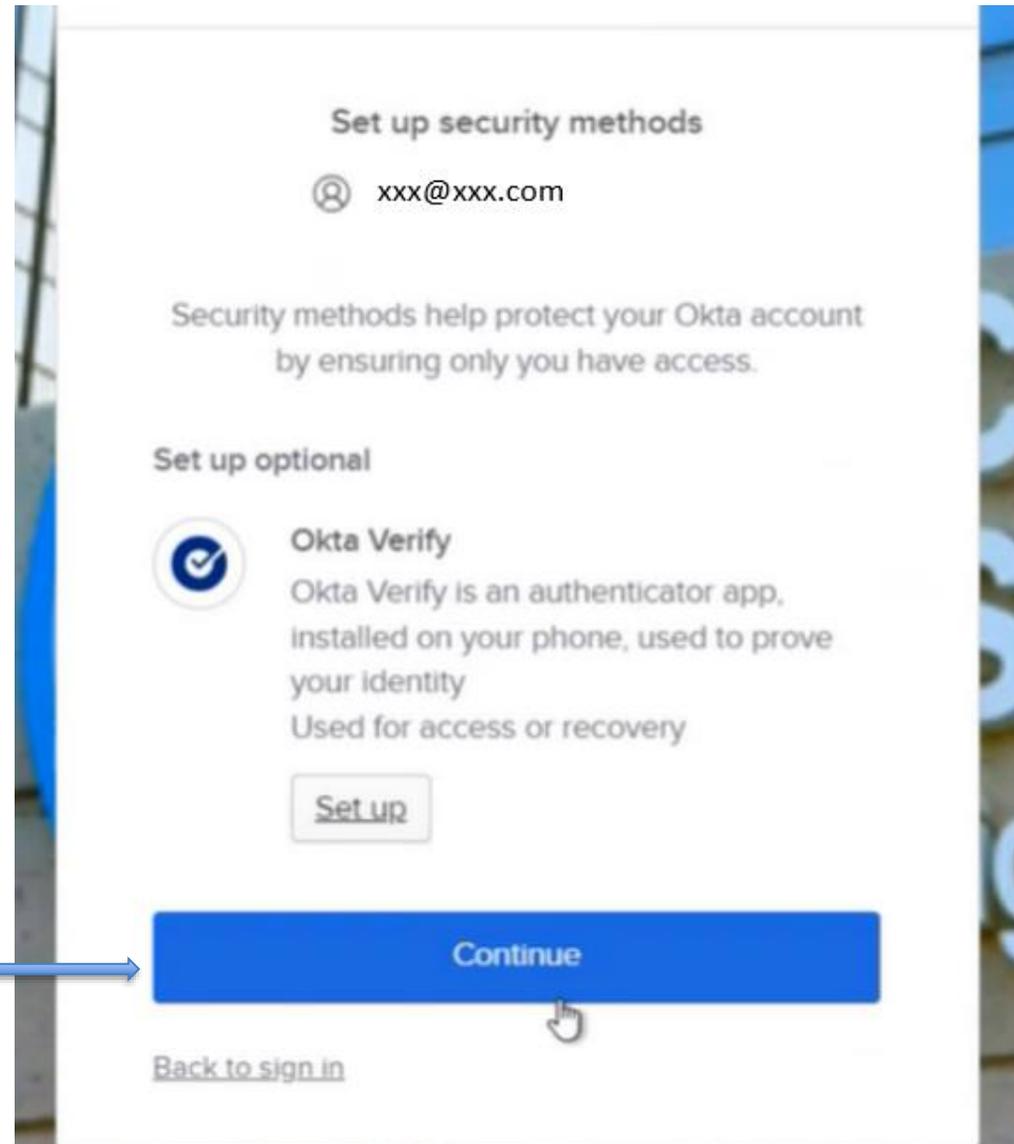
[Back to sign in](#)

Supplier Contact Portal Registration

9. Setting up the **Okta Verify app is an optional step**. If you want to install the free Okta app on your phone, click the **“Set up”** button and follow the instructions.

10. If you don't want to install the app on your phone, simple click **“Continue”**

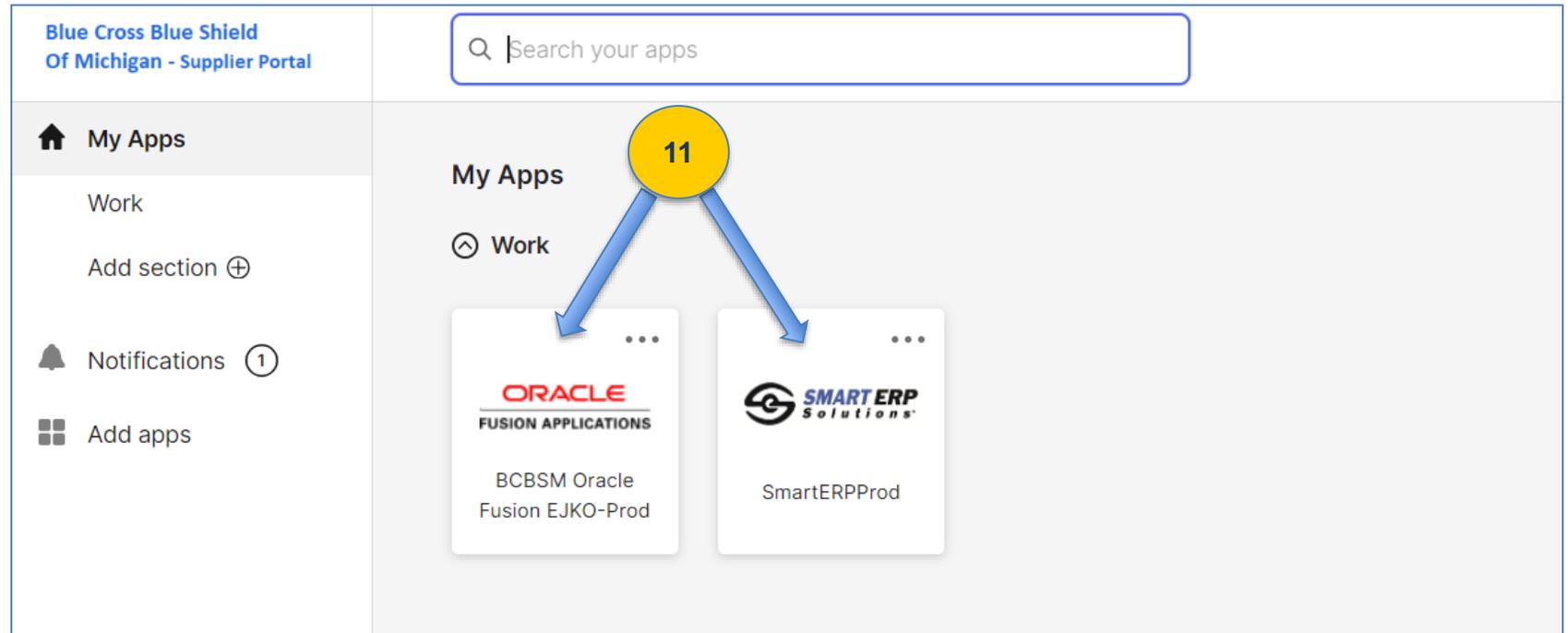
10



Supplier Contact Portal Registration

11. From this screen, click “Oracle” or “Smart ERP (a.k.a. STP).”

Helpful Hint: If you do not have access to STP, please contact ContingentLabor@bcbsm.com

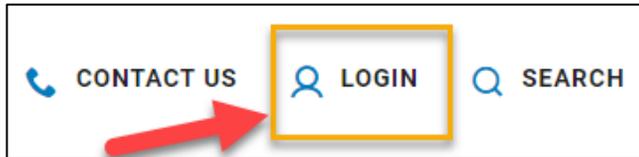


12. For future reference: Here is the Log In link for the BCBSM Supplier Portal:
<https://supplierportal.bcbsm.com>

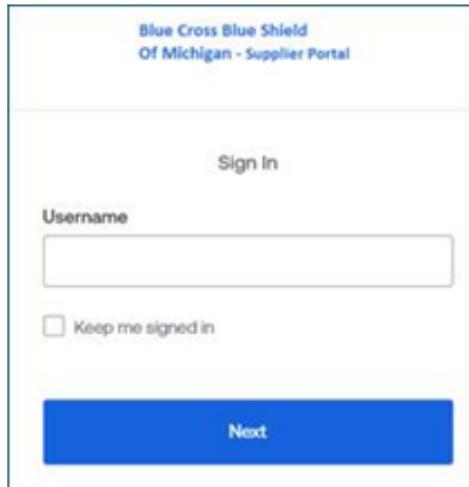
Supplier Portal Log In

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

2. Click 'Login'



3. Enter you Username and Password

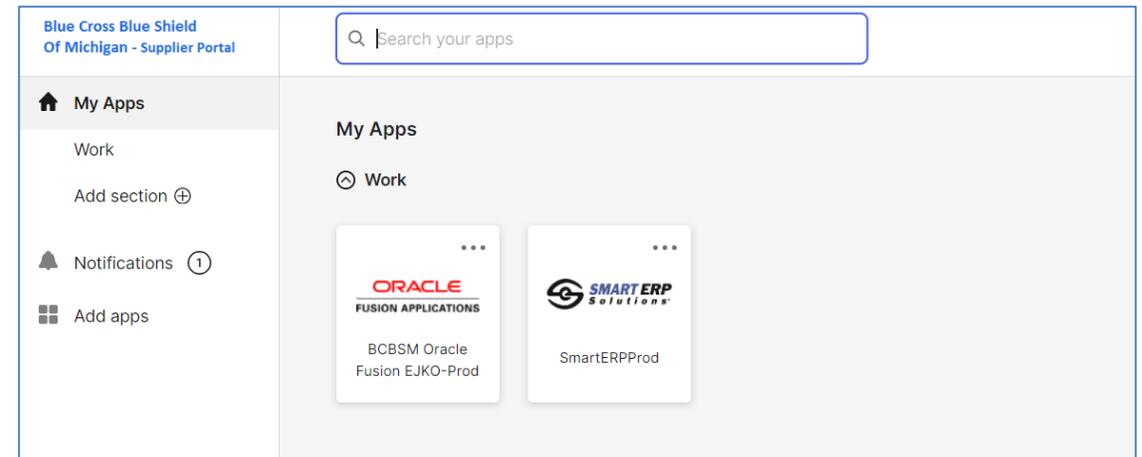


A screenshot of the login form on the Blue Cross Blue Shield of Michigan Supplier Portal. The page title is 'Blue Cross Blue Shield Of Michigan - Supplier Portal'. Below the title is a 'Sign In' section with a 'Username' label and an input field. There is a 'Keep me signed in' checkbox and a blue 'Next' button at the bottom.

4. Enter the MFA Code received

5. From this screen, click "Oracle" or "Smart ERP (a.k.a. STP)."

Helpful Hint: If you do not have access to STP, please contact ContingentLabor@bcbsm.com



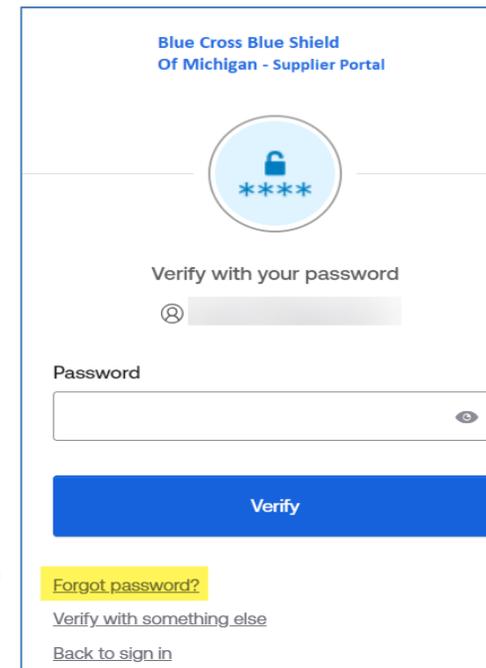
Supplier Portal Password Reset Process

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. Log In <https://supplierportal.bcbsm.com>

2. Click Forgot Password



Blue Cross Blue Shield
Of Michigan - Supplier Portal



Verify with your password

Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

Supplier Portal Password Reset Process

3. Select security method

4. Enter the MFA code received

5. Reset your Password

Blue Cross Blue Shield
Of Michigan - Supplier Portal

Reset your password



Verify with one of the following security methods
to reset your password.

	Email L***1@GMAIL.COM	<input type="button" value="Select"/>
	Phone +1 XXX-XXX-2181	<input type="button" value="Select"/>

1. **Resources** can be found on our [Supplier Site](#) where you will find job aids for [invoicing](#) and how to maintain your supplier profile (including [how to remove or add additional contacts](#)).

2. 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.

3. 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>) .

4. 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.

5. STP Access

For the STP Error (below): please contact 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**