

Vendor Registration Frequently Asked Questions

- **How do I register as a vendor?**

Go to www.UniversityHealthSystem.com/vendors and click *Register*

- **Once registered, how do I log on to the system?**

1. Go to www.UniversityHealthSystem.com/vendors
2. From the Login page, in the *Username* field, type your user name
3. In the *Password* field, type your password, and then click *Login*

- **What if I forget my username?**

If you forget your user name, send an email to customer service at support@uhsvendors.com. For verification, in the email, include your business name and contact information.

- **What if I forget my password?**

If you forget your password, you can have it sent to you through email or by fax. You must have an email address or fax number specified in your contact information to receive your password by email or fax. Send an email to customer service at support@uhsvendors.com.

- **Retrieving your password**

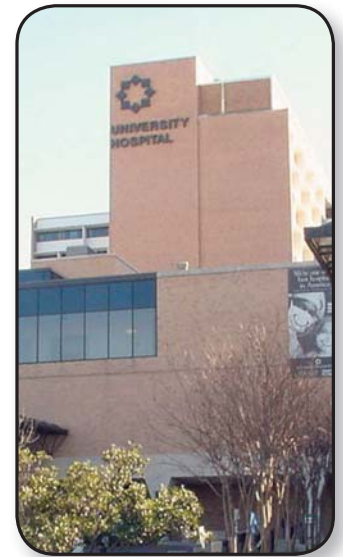
1. From the Login page, click the *Forgot Password* link
2. On the *Forgotten Password* page, in the field, type your email address or username and then click *Submit*
3. You will receive an email or fax within a few minutes with your username and password

- **How do I know if an account has already been set up for me or if I have registered before?**

If you are uncertain whether an account has been set up for you or whether you have already registered, send an email to the customer service at support@uhsvendors.com. For verification, in the email, include your business name and contact information.

- **How do I get help from customer/technical support?**

You can use the Contact Us links or send an email request to support@uhsvendors.com with your questions concerning the system. Email requests will be responded to in the order they are received, usually within one or two business days. If your issue is urgent, please mark the email high priority.



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Bid Opportunities Frequently Asked Questions

- **How do I find bid opportunities?**

1. Go to www.UniversityHealthSystem.com/bids, or
2. General circulation newspapers, or
3. Minority oriented newspapers

- **What is the difference between informal and formal bids?**

1. Informal bids (\$2K - \$25K)
2. Formal bids (over \$25K)

- **Can I submit bids online?**

Yes, online bids are accepted for informal solicitations only.

- **How do I submit a formal bid?**

1. Visit University Health System bid website at www.UniversityHealthSystem.com/bids
2. Find the formal solicitation you are interested
3. Click on the “more” link located next to the name of the solicitation
4. Follow instructions provided (specifications documents, required documents, amendments)
5. No electronic bids accepted
6. Bidders must print, fill out and mail or hand carry them to purchasing by specified closing date and time

- **Do I need to register as a vendor before submitting a bid?**

Yes, in order for vendors to be awarded a formal or informal bid opportunity, they must be currently registered with University Health System.

- **How can I find who was awarded a bid?**

Award information is posted online at www.UniversityHealthSystem.com/bids “bid results archive” link.



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