

CLM: Best Practices for Suppliers

Agenda

- Many of you have provided important feedback ... Thank you!
- CLM Overview and Expectations
- Top issues
 - Best practices for problem avoidance
 - Best practices for issue resolution
 - Uploading RFQ response
- How do I register for a bid opportunity?



CLM Overview

What is CLM?

- CLM is our Contract Lifecycle Management and Sourcing platform.
- Negotiators and their teams design and execute sourcing events through the platform.
- Internal stakeholders route, review, and execute contracts and their amendments through the platform.
- What should suppliers expect?
 - All sourcing event activity to occur through the platform.
 - Any supplier contact actively handling or reviewing a sourcing event, including your response, through the platform will need CLM access.

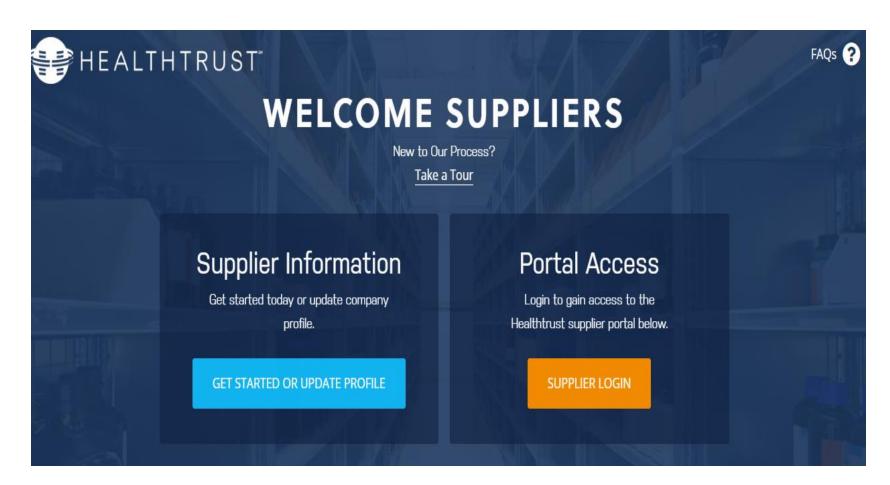
Access:

- System access is managed by:
 - Include a teammate's information under contacts on the Supplier Form
 - Create PASS account CLM security clearance provided internally upon request or inclusion in sourcing event



Supplier Access

Learn & use this screen often (https://healthtrustpg.com/suppliers/)





Supplier Access

- Complete Supplier registration (https://healthtrustpg.com/suppliers/)
 - Supplier Form
 - Include <u>ALL</u> categories sold by your company within business units you cover
 - List as a contact all individuals who may need CLM sourcing event access to upload, review, input, download etc.
 - Assign someone internally to track and manage this input
 - Register for PASS account:
 - no personal email addresses
 - Email address must match the contact email addresses used on Supplier Form
 - Do <u>NOT</u> use corporate email addresses that are shared (ex. RFPS@supplier1.com)



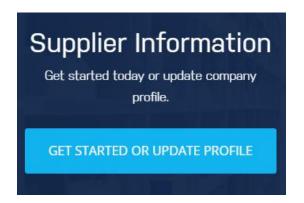


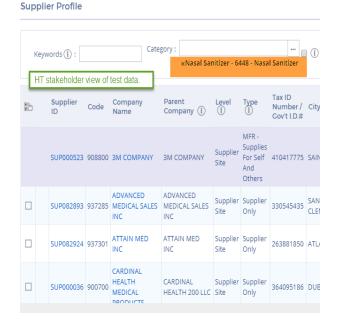


Bid Registration – You don't have to do it

- There is no need to register for bids listed on the bid calendar IF your company:
 - has completed the supplier form
 - has listed ALL categories that it sells
 - Kept the supplier form Up to Date

- CLM pulls your supplier form information
 - Negotiators search for suppliers in their bid category
 - Sourcing events are sent to listed suppliers based on the CLM list and internal stakeholder feedback

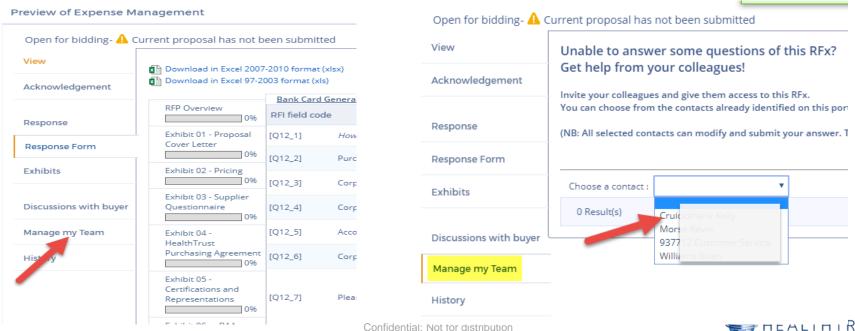






Adding Teammates during a sourcing event

- Assume:
 - Bid sent to National Account Manager only
 - Multiple teammates including Contract Administration contact have CLM access
 - Someone other than National Account Manager will complete the bid submission process
- Step #1 Navigate to Manage my Team tab
- Step #2 Choose the appropriate teammate (access by logging on)



Uploading your RFQ response

Use your training materials



Input answers on screen rather than uploading template

